

TRAINER'S Must-Do's

The Quickest Start-up Guide for Using Training Processes or Flow-charts



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A Business [Process Model diagram](#) is a tool - a means to an end, not a performance outcome in its own right. The final output is improvement in the way that the business process works. The focus of the improvements is on 'value added' actions that make the customer service and experience better, and on reducing wasted time and effort.

1. **Get senior approval:** If you work in a small business, make sure you make senior management support your [business process modeling](#). If they are not aware of the concept, explain the benefits and real reduction in waste, time saved, less conflict and improved customer service and satisfaction and increased profits.
2. **Announce the change that is about to happen:** Explain to your team that you are about to upgrade your processes or flowcharts, explaining their roles in contributing to this change. State the fact that you will use a lot of team input to make the new processes smoothly applicable. Plan a time frame and the type of discussions required to make this change happen.
3. **Make it clear** to your team that apart from providing feedback on the current situation, vital information needs to be collected from external clients, third parties, partners, co-workers, managers, etc.
4. **Get your team's buy in:** Make sure your team aware of how Business Process Modeling has enormous potential to resolve many of the critical de-motivators among staff e.g., poor working relationships, confused structure, failure, and also strengthen many strong motivators e.g. the quality of work itself, recognition, advancement, new responsibilities, etc. It needs thought, discussion and action or it won't happen.
5. **Get stakeholders involved:** It is essential that the people involved in the process or flowchart, at all levels, are engaged, all the way through. Not only because their input is vital, but also because they need to be fully 'onboard.' Senior management buy-in is important to ensure that resources are available to involve managers and staff members and thus cope with any resistance to the change. Without this, the redesign cannot work. Focus groups, formal and informal discussions and workshops are useful at each stage and 'build'.
6. **Understand what is not working about the current process:** CEOs, consultants and change managers get all fired up about an improvement push (mainly about profits and change and fees). And there lies the central problem: the people who actually put process improvements into practice have never been that excited by the concept. The explicit agenda is about the employer and organization, while the benefit for ordinary employees is not obvious, or is non-existent. For most staff, a new efficiency initiative looks like change, hard work and discomfort - this can be threatening. Ideally, workers need to be engaged, involved and included from the start. Like other top-down initiatives and trends over the years, the most common reason for the failure of business process improvement is generally poor internal marketing, poor implementation and poor follow-through. A theoretical model for success devised among senior managers, rarely looks like the same thing further down the organization.
7. **Understand what needs to be done for the new process:** This includes realistic, practical inputs, tools, and techniques, [templates](#), outputs, efficient sequencing and a smooth systematic flow of stages.
8. **Contemplate and test** the sequence and efficiency of the new process as you implement it, and get constant feedback. Keep track of lessons learned from stakeholders – this will help you thoroughly observe!

9. **Study and analyze to test the new process.** Sequence is always an important issue, especially when trouble-shooting. Sometimes - at any level - it can be the key to finding dramatic improvements: although there are recommended and logical sequences some of the time, you can rearrange stages or remove steps that are not helpful.
10. **Examine if the model has improved the business performance,** including customer satisfaction, enabled managers, consultants and staff to increase the flow and streamline the process.
11. **Make sure there's room for flexibility and scalability:** Especially if demand fluctuates. For these sorts of related process, the priority is to understand and create the flexible connections between cause and effect relationships, rather than try to force a fixed sequence into the analysis or modeling approach.
12. **Reward people** who suggest practical improvements to the process: try to make this a practice. The type of reward can either be financial or otherwise, depending on the situation. But in all cases, successful contributions to process improvement must be acknowledged.
13. **Revisit the current processes** periodically for continuous improvement and standardize best practices. As the project develops, the business will change and new requirements will surface, so the approach must be flexible and frequently reviewed and priorities reset.

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Good luck and wishing you a fantastic training experience!

Customer Excellence Team

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