

# ***BPM Group Coaching***

## **Process Level Program**

Effective Business Process Management education and capability development –

- *in the classroom*
  - *in the workplace*
  - *and online*

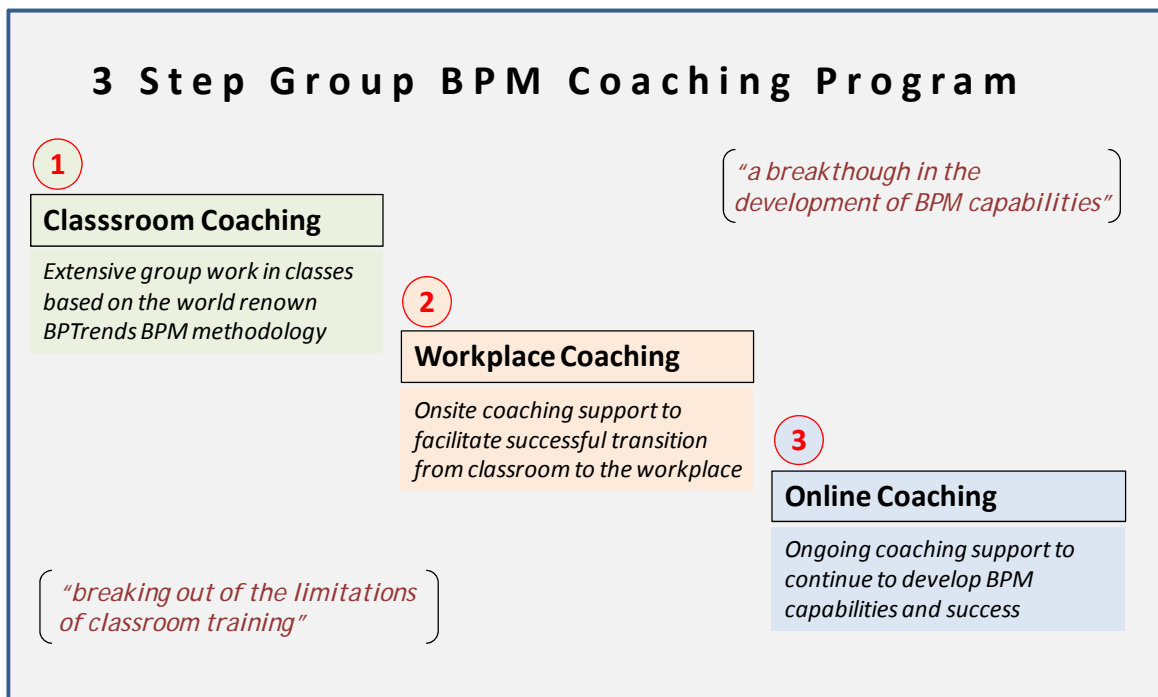
## Business Process Management **Group Coaching**.

A new approach to BPM education and capability development in the classroom, in the workplace and online.

The innovative **BPM Group Coaching Program** has three key components:

1. *classroom* coaching and group work
2. *workplace* coaching
3. *online* coaching.

**This is a new and exciting approach to developing business process modelling, analysis, improvement and management capability *in the classroom, in the workplace and online.***



There are two integrated BPM Group Coaching Programs. One focuses on the Enterprise Level and the other on the Process Level. **In this document we describe the Process Level program.**

### **BPM Group Coaching – A Breakthrough In BPM Capability Development**

Developing practical process analysis, improvement and management capability requires more than a traditional training course. The theory, tools and techniques need to be understood. Then they must be put into practice. We must make the transition from the classroom to the workplace.

Organisations work on their processes to prepare for e-services and improve organisational performance. Classroom learning must turn into practised behaviours and practical projects that deliver real benefits.



The *BPM Group Coaching Program* combines the *traditional classroom* approach with *team learning, individual coaching* and *extended project support* delivering effective BPM capability development.

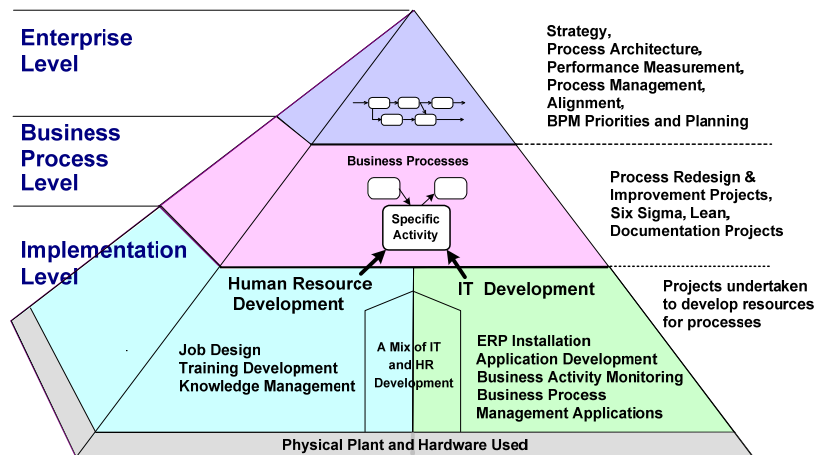
### Step 1 of 3: Classroom Coaching & Group Work

The classroom component of the program is based on the extensive and world renowned BPTrends Associates curriculum. This material is based both on long experience and contemporary practice and provides a comprehensive view of process analysis, improvement and management theory.

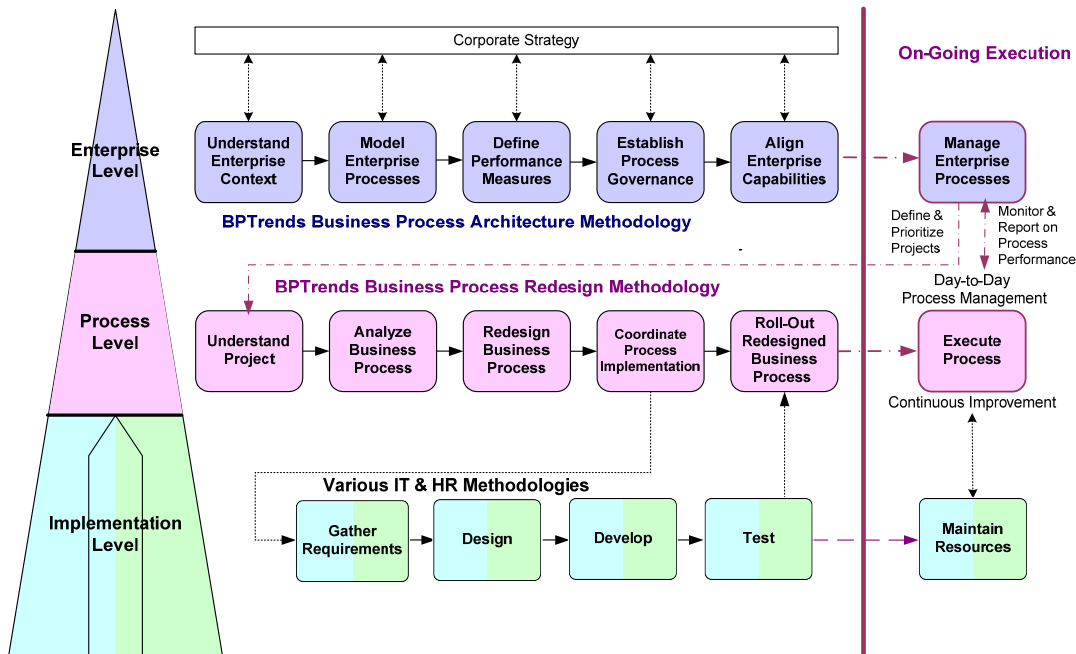


Participants work in groups on a realistic case study. About half of the classroom time is spent in this group work implementing in the case study the theory that has been presented in class. The groups report back in various ways to share and review their outcomes with all participants. An experienced BPM Coach facilitates the program and monitors the groups as they work on the case study.

The BPTrends methodology conceptualises business process management as three levels within a process-centric organisation. These levels are illustrated by the BPTrends Pyramid. The curriculum maps onto the pyramid. This provides a logical framework in which to both learn about, and implement, process analysis, improvement and management



Two integrated BPM Group Coaching Programs separately address the Enterprise Level and the Process Level methodologies. In this document we describe the Process Level program.



### Classroom Coaching - Process Level

At the Process Level, organisations seek to improve or redesign specific business processes. The focus at the Process Level is on undertaking process improvement projects to achieve beneficial, measurable changes in specific processes. At the Process Level we have the “*process-in-focus*”.



In a Process Level program the following BPTrends curriculum items are the key elements of the classroom coaching: *Principles of Business Process Management* (BPTA101), *Introduction to Business Process Modelling, Analysis & Design* (BPTA102) and *Information Gathering & Group Facilitation for Business process Redesign* (BPTA103). In this program we work through the methodology for the analysis and redesign of a particular process.

Participants work in groups to address a specific case study problem set under the guidance of an internationally experienced BPM Coach. Each group also prepares and delivers a presentation on the outcomes of their case study analysis and makes recommendations for improvement for the target process.

Participants in this part of the program receive the *BPTrends Associates BPM Professional Certificate*.

### Step 2 of 3: Workplace Coaching

Workplace coaching follows on immediately after the classroom session. It is available for any organisation who has three or more participants in a program.

Following on from the classroom session, the BPM Coach spends a full working day in the participant organisation (at no additional charge) discussing how the methodology can be applied in the particular environment. This time is mainly spent in workshop mode with the program participants discussing issues relating to the particular organisation such as:

- beginning the development of an enterprise Business Process Architecture
- assigning Process owners to the high level processes
- discussing opportunities to create a BPM Centre of Excellence
- determining which measures are appropriate for each process in the architecture
- deciding which processes should be first analysed in more detail.

Onsite coaching time can be used flexibly. The intent is to bring the theory of the classroom to the practical workplace environment and to develop an ongoing plan for process management activity.

Additional coaching time can be added at additional cost.



This program is based on the world class curriculum developed by BPTrends Associates. At the website [www.bptrends.com](http://www.bptrends.com), BPTrends provides the most comprehensive and trusted source of BPM information.

### Step 3 of 3: Online Coaching

Further coaching support will be available to all participants via telephone, email and web sessions as appropriate. All participating organisations are able to use up to 10 hours of such contact time in the three months following the classroom coaching session.

This online coaching time can be used in any way that is required by the participating organisation. It is generally used to:

- seek advice on particular issues that are causing problems
- review plans and other developments
- clarify issues in relation to the methodology.

Online coaching provides ongoing and valuable access to the BPM Coach making him a member of the participant organisation's BPM team.

### Who Should Participate?

This program is a must for everyone interested in business process improvement and management.

It is designed for business managers, business analysts, process analysts, e-service managers and everyone involved in process-based change and the automation of process solutions. It establishes a methodology, a common language and a baseline for all process work and provides a comprehensive introduction to the skills and techniques used in analysing and redesigning business processes.

The program can be delivered as an open (public) event or as an inhouse program for a particular organisation or small group of organisations.

### Having completed this program you will be able to:

- understand the value and benefits of Business Process Management
- understand the principles of Business Process Management and how to apply them
- consider strategic, tactical and operational elements in a comprehensive BPM framework
- develop critical measures for business process performance
- identify and capture all of the issues related to a process
- determine the scope of a process improvement project via the Process Scope Diagram.
- apply creative thinking approaches to process improvement
- discover opportunities for improving business process performance
- integrate business process architecture with human performance and IT
- use a range of analysis tools: Stakeholder Diagram, Process Vision Statement, Problem Checklist, Stakeholder Worksheet, Measures Worksheet, Problem Analysis Worksheet, Analysis Planning Worksheet, Redesign Patterns, Lotus Blossom, Fishbone Diagrams and Gap Analysis
- build a good interview checklist and workshop agenda
- plan and facilitate a group session to gather process information.

### BPM Coach



**Roger Tregear** is the International BPM Coach for this program. A regular visitor to Arabian Gulf States, Roger is a Consulting Director with the Leonardo Consulting group in Australia. He has delivered consulting and training services in Asia-Pacific, Africa and Europe. -

Roger spends his working life talking, consulting, thinking and writing about analysis, improvement and management of business processes. Often working as a “thinking partner” and mentor, he provides business process and problem analysis education and consulting services. Roger has been involved in many business analysis, technology and marketing assignments. 30 years experience as a business, management and IT educator and consultant means that he has well developed insight into the nature of business improvement and problem resolution in both the public and private sectors.

This is what Roger’s customers say:



*“I attended a BPM training course delivered by Roger; he was able to clearly articulate and impart his deep, comprehensive understanding of BPM, all the while displaying respect and interest towards the course attendees.”*



*“Roger is a thought leader in the discipline of Business Process Management as well as an experienced practitioner. He has the ability to cut through the theory and provide practical and useful approaches to BPM implementation.”*



*“Roger has tremendous analytical and communications skills. Roger can very quickly understand what the business domain is about, and then articulate the requirements using the right tools and language for the audience. He is highly focused and motivated. As a BPM practitioner, he is one of the best.”*



*“Great presenter, very knowledgeable. Happy to be challenged and recognised other points of view.”*



*“Roger is confident and approachable, proficient, clear speaking and he brings home the experience of an expert practitioner.”*



*“Thanks Roger for the excellent training you provided. I enjoyed and learned a lot for practical application. The participants made it a great experience with their frankness, involvement and affection. By the end we all became like true friends. Thank you for keeping in touch.”*



For further information about this course or for registration, please contact either:

**Omar Bin Shehab**, SAC for Training & Consulting on +966 920001146 Ext 21 or mobile +966 554412799 or email to [bpm@sactr.net](mailto:bpm@sactr.net).

Additional information can also be found at [www.sactr.net](http://www.sactr.net) and [www.leonardo.com.au](http://www.leonardo.com.au).