

## **CONTINUING THE JOURNEY: ALEC SHARP'S 2-DAY SUBSIDIZED ADVANCED BUSINESS PROCESS WORKSHOP!**

### **Advanced Business Process Techniques: Aligning Process Work with Strategic Organisational and Cultural Factors**

We regularly hear about the importance of “alignment” in achieving success when working with business processes, but alignment with *what*? This workshop provides specific, repeatable techniques to help your business process initiatives align with human factors, organisational culture, and enterprise strategy and goals. Human and organisational concerns are sometimes dismissed as “the soft stuff,” but pragmatic, proven techniques are available and are covered in this unique workshop. Rather than save these concerns for a single “think about people, culture, and strategy” phase, it shows how to incorporate them at every stage, from process identification, scoping, and initial assessment through to modelling, analysis, and design. *This long-awaited follow-up to “Working With Business Processes,” which regularly gets rave reviews.*



**Alec Sharp** has managed his consulting and education business, Clariteq Systems Consulting Ltd., for 35 years. Serving clients worldwide, Alec’s expertise includes business analysis, data modelling, project recovery, and, of course business process change. In addition to his consulting practice, he conducts top-rated workshops and conference presentations on four or five continents a year. Alec is the author of “Workflow Modeling, second edition” (Artech House, 2009,) which is widely used as a consulting guide and university text, and is a best seller in the field with a “5 star” Amazon.com rating. He was also the sole recipient of DAMA’s 2010 Professional Achievement Award, a global award for contributions to the Data Management field.

#### **Event Details**

**Registration:** Register for the event online at <https://vancouver.iiba.org/events-list>

***Alec’s workshops have sold-out in the past – book early to avoid disappointment!***

**Date/Time:** Friday and Saturday, September 8<sup>th</sup> and 9<sup>th</sup> from 9:00am to 5:00pm

**Location:** BCIT - Room 481, 555 Seymour Street, Vancouver, BC V6B 3H6

*Public transit/Skytrain/ Affordable Parking nearby*

**Cost:** **Early-bird price – until Aug. 15: \$695 for Chapter Members; \$895 for Non-Members**  
***Everyone who buys an early-bird ticket is entered in a draw for a free copy of one of Alec’s books!***

**Regular price – Aug. 16 – Sept. 8: \$895 for Chapter Members; \$1,095 for Non-Members**

#### **Notes:**

- The registration fee will include refreshments and course materials; lunch will not be provided.
- The workshop will be canceled if minimum registration is not met by August 15<sup>th</sup>.
- Workshop is eligible for IIBA® PD and CDU credits.
- Full refunds up to July 26<sup>th</sup>. After July 26<sup>th</sup>, no refunds will be given but substitutions may be made.

## Advanced Business Processes Techniques – Aligning Process Work with Strategic, Organisational and Cultural Factors

### Learning Objectives

Many organisations radically improve their performance through business process change initiatives, while others fall short. It's easy to blame failure on technical factors, but they are almost never the primary cause. Experience shows three recurring themes in successful initiatives:

1. True end-to-end processes were identified, and the right ones were selected for transformation;
2. A *holistic* approach balanced technical factors with *human, organisational, and cultural* factors;
3. That *holistic* understanding was reflected in an *implementable* and *sustainable* process design.

This intense workshop provides proven, repeatable methods, well beyond what is covered in introductory courses. In particular, individual and organisational behaviour and culture often defy analysis, but specific techniques for discovery and assessment of these soft factors are a centrepiece of this unique workshop. Throughout, the emphasis is on methods that support shared understanding and engagement, leading to buy-in. Participants will be well-prepared for the challenges of successful business process analysis and design.

**Topics will be covered with a discussion of the issue, a review of techniques, guidelines and examples, a brief workshop exercise, and a group solution and debriefing. The emphasis is on maximising the delivery of content while keeping everyone engaged. Real-life case studies are employed throughout – some participants say the examples of *how* the techniques are applied in practice is the best part of the workshop.**

### Target Audience

Anyone involved in Business Analysis, Business Change, and Business Process Management (BPM) especially BPM professionals, Process Analysts and Designers, Process Architects, Business Analysts, and Project / Programme Managers. Also, Business Managers responsible for effecting process change, and Organisation Development professionals needing to learn more about business processes.

### Prerequisites:

It would be helpful, but not be absolutely essential, to have some practical experience with process analysis and redesign, or an introductory course in working with business processes.

### Topics

Practical techniques and clear guidelines will be provided in five main areas:

1. Communicating about “business process” with executives, managers, and individual contributors
2. Discovering processes and developing a process architecture... within your natural lifetime!
3. Encouraging change by discovering relevant human, organisational, and cultural factors
4. Process modelling for people - techniques for maximising engagement and progress
5. Designing for success – creating an implementable and sustainable business process

**Are you attending with at least 2 other colleagues from your company?**

**You could save could save more on this event!**

**Check out our [“IIBA Vancouver Chapter Corporate Package Program”](#)**