



## PROCESS MAPPING COURSE OVERVIEW

***Visually capture your organization's best practices using our proven process mapping techniques***

### COURSE OVERVIEW

In today's business environment, processes are complex. They often integrate manually performed work with system-generated outputs, leveraging both in-house and globally outsourced resources. Your key to extracting the utmost benefit from those work processes is to understand their flow, roles, systems and touch-points. With this understanding, you can maximize the effectiveness of the processes, communicate them to internal and external resources and manage based on established, refined approaches.

This workshop helps your documentation personnel learn the foundational techniques needed to successfully process map key tasks. Whether you are capturing your organization's best practices to be cascaded through in-house and outsourced work groups or striving to define a best-in-class future state, TBD Consulting's, myCOREformance™ Process Mapping course is for you.

## COURSE OBJECTIVES

During this 1-day interactive, instructor-led workshop, participants will be able to:

- Facilitate process mapping sessions with subject matter experts to capture how work is performed.
- Create professional and consistently formatted process maps using Microsoft Visio.
- Use process mapping skills to capture current and future state maps and identify the gap between them so you can develop courses of action to bridge the gap.

## COURSE TOPICS

- Process Mapping Facilitation
- Process Mapping in Visio
- Process Mapping for Future State Development

## WHO SHOULD ATTEND

- Training and instructional design professionals
- Process improvement specialists
- Technical writers
- Policy and procedure specialists

**CONTACT US**  
**602-263-1961**

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<http://tbd-consulting.typepad.com/blog/>