

BPTA 103 - Information Gathering and Facilitation for Business Processes (1 day)

Course 3 of 3 in the BPTrends BPM Professional Certificate Programme

Course description

This course provides a basic introduction and some practical training in gathering information from individuals and groups. The analysis and design course is based on the use of information gathering worksheets and various diagrams. This course considers how analysts will gather the information needed to populate those worksheets and diagrams. The course stresses the basics of planning for information gathering, conducting interviews with individuals, and conducting group facilitation sessions. Techniques for generating innovative business process solutions in creative sessions will be addressed. The roles, skills and techniques of the interviewer, facilitator and scribe will be defined and the course will provide practice for all participants through the use of a sample scenario and role play.

Who should attend

This class is designed for Business Analysts responsible for gathering and documenting information about an organization's business processes. Process Project Managers responsible for coordinating process improvement solutions will learn what to expect from process sessions. IT and Business Professionals who have process team-member and facilitator responsibilities will learn when to participate and when to facilitate.

What you will achieve

- Understand why information gathering and facilitation for process projects is different
- Understand what questions to ask in order to reduce process analysis and design risk
- Understand when to interview and when to run a facilitated session.
- Understand the range of creative approaches that turn conflict into consensus for process assessment and design.

What you will learn

- How to build a good interview checklist and workshop agenda
- How to conduct interviews and facilitated sessions designed to gain trusted information
- How to gain consensus among competing and conflicting stakeholders.
- How to plan and facilitate a group session to gather process information