The Performance Institute



September 20–21, 2012 / Washington, DC

Workflow Mapping & Analysis Workshop

Earn up to 12 CPE Credits!

Reduce Waste and Improve Service Delivery to Stakeholders

REDUCE Backlog and Improve Case Management with a Detailed Workflow Map
Minimize waste by cascading awareness of what processes are vital and pinpointing causes of backlogs in the workflow

ESTABLISH Clear and Easy to Follow Representations of your Internal Processes
Utilize workflow maps to help in training new hires and improve department response times

ENSURE that your Daily Processes are Aligned to your Organization's Goals and Directives
Facilitate process and organizational alignment by utilizing a customized process map

In Association with:

ASMI American Strategic Management Institute

THOMPSON Insight you trust.

Take one step closer to becoming a **Certified Government Performance Manager!**

PerformanceInstitute.org/Workflow

Dear Government Professional,

How many times have you heard the phrases "because we've always done it this way" or "the person before me did it this way" when trying to sort out the internal processes of your organization? Have you felt that there may be a better and more efficient way to manage the workflow in your office? The Pareto Principle discusses how 80% of the effects can come from 20% of the causes. If this holds true, how can organizations pinpoint that 20% of various causes that may be creating 80% of its service delivery issues?

Process mapping and workflow analysis is the action of creating a physical, detailed representation of any given activity and utilizing it to holistically understand and critically analyze the processes involved. The advantage of process mapping is that it can be applied to anything, ranging from mundane tasks such as getting your car's oil changed or brushing your teeth to complex organizational tasks such as filing claims or drafting and executing proposals. Think of this as a flowchart on steroids; where a flowchart may only graphically represent an activity, process mapping and workflow analysis combines graphical representations with critical analysis of your given process by incorporating stakeholder feedback, data gathering and workgroup inclusion to help pinpoint the causes of problems within any given process.

If by now you're asking why you would ever want to attend this course, the answer is simple: this course has been created with you in mind. A heightened scrutiny and knowledge of the processes within your department will serve to improve service delivery, efficiency and production during these times of budget cuts and increased public attention. This course will present workflow analysis in an easy to understand and direct manner and will also utilize various interactive exercises to ensure applied education and increased value.

This course will resonate best for those individuals and organizations who are in the beginning phases of process improvement and are looking for the fundamentals of workflow mapping to implement these skills within their organizations. It will be especially useful for government professionals who handle large caseloads such as legal departments, motor vehicle administrators, HR professionals, or any others who have a heavy regular intake of documents and data which need to be processed within a timely manner.

We look forward to seeing you soon!

Sincerely,

The Performance Institute

Who Should Attend?

- ✓ Inspectors
- ✓ Investigators
- ✓ Supervisors
- ✓ Program Assistants
- ✓ Equal Opportunity Specialists
- ✓ Legal Assistants
- ✓ Case Technicians
- ✓ Customer Service Representatives
- ✓ Consumer Safety Officers
- ✓ HR Specialists and Generalists
- ✓ Social Workers
- ✓ Case Workers and Managers
- ✓ Data Processors
- ✓ Services Administrators
- ✓ Association and Agency Operational Leaders

5 Reasons to Attend

1. **UNDERSTAND** what workflow mapping entails and how it can help improve results
2. **ELIMINATE** errors and backlog with a well thought-out and detailed representation of your processes and workflow
3. **CASCADE** the value of improved process knowledge and management through process mapping skills and techniques
4. **DISCOVER** the benefits of creating a workflow map and its effects on productivity and outputs
5. **UTILIZE** a detailed workflow map to enhance and improve onboarding, documentation, and stakeholder satisfaction

DAY 1 Foundations & Map Construction

8:30 Registration & Continental Breakfast

9:00 MODULE 1: Foundations

Understand the Value of Workflow Mapping to Your Organization

- Gain a better understanding of what workflow mapping entails with a detailed knowledge of its background and uses
- Ascertain the benefits of creating a process map and its effects on productivity and outputs
- Discover where workflow mapping can be most helpful to you or your organization

Review Tools that Help in Mapping and Managing Workflow

- Pinpoint and utilize internal resources such as existing software that can aid in your mapping process
- Learn the different 3rd party resources that may help your efforts
- Differentiate the benefits of utilizing either internal resources or 3rd party offerings

Initiate Proactive Steps to Ensure Success for your Mapping Efforts

- Gather necessary feedback and data on your organization's current processes
- Encourage employees to provide input on where problems exist in your current system
- Define your end goals to help guide your workflow map

12:00 Lunch Break

1:00 MODULE 2: Map Construction

Harness Essential Process Mapping Skills

- Understand key terminology that will be used
- Learn the commonly used symbols and their functions
- Utilize specific mapping rules for easier map creation and evaluation
- Evaluate existing models to gain better insight on practical applications

Create a Workflow Map that Reflects Your Goals

- Recognize your inputs and outputs
- Define your current and ideal end results
- Identify the people involved in the process

4:00 Day 1 Adjourns

IMPROVE AND STREAMLINE

Your Organization's Daily Processes for Increased Service Delivery

DAY 2 Evaluation & Application

8:30 Registration & Continental Breakfast

9:00 MODULE 3: Evaluation

Assess Process Map Examples for Improved Evaluation

- Identify the qualities of a successful working map
- Learn techniques of successful process map facilitation and integration
- Understand what works and what does not in creating a map

Evaluate Your Process Map

- Analyze the main problem areas in your workflow
- Assess where the majority of problems arise
- Compare your map with your previous objectives

12:00 Lunch Break

1:00 MODULE 4: Application

Identify Opportunities to Improve Problem Areas

- Gather feedback and input from the parties involved
- Create an action plan to address known issues
- Assess what resources are available to help you reduce backlog or interruptions in vital areas

Cascade Process Awareness throughout Your Organization

- Alleviate backlog by promoting a shared approach to process evaluation
- Align goals by using a common mapping process
- Foster a cohesive work culture through improved process awareness

Integrate your Findings and Mapping Tools into the Work Culture with Training and Documentation

- Ensure sustainable workflow patterns with documented workflow processes
- Utilize a detailed workflow map to enhance and improve onboarding
- Enhance performance management reviews by incorporating your completed map

4:00 Day 2 Adjourns

BECOME A

CERTIFIED GOVERNMENT PERFORMANCE MANAGER



To ensure professional success, you must continually expand your skills and education. The bar has been raised in government agencies and organizations and many government managers are now required to receive formal certification to stay up to date on the latest trends, best practices and mandates.

To address these needs, the Institute offers a Certificate in Government Performance Management. Completing a certification program is easy. Just attend three "core" courses and an additional three "elective" courses you select based on topics that meet your agency's unique needs. Upon successful completion, you will emerge from the Institute's certification program with a thorough understanding of all course concepts—and poised to apply what you learned in a real and practical way.

ADVANCE YOUR CAREER

Education and professional certification are becoming necessary for promotion and requirements for coveted positions. In the Certified Government Performance Manager program, you will acquire the skills and tools to make you the lead performance management resource for your organization.

MEET NEW CERTIFICATION REQUIREMENTS

To hold a position as a performance manager in government, you must demonstrate compliance with new skills sets required by OMB and Congress. Receiving your certificate is one key way to demonstrate your skills.

CUSTOMIZE A PROGRAM TO FIT YOUR NEEDS

Working with Institute training managers, you can select courses that will have direct application and impact to your work.

FOR MORE INFORMATION ABOUT CERTIFICATION

Please contact **Chavonne Primus at 202.524.9601** or email him at **Chavonne.Primus@PerformanceInstitute.org.**



In-House Training & Customization



IN-HOUSE TRAINING & CUSTOMIZATION

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need.

AREAS OF EXPERTISE

On-site delivery of single courses, certification programs, and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Lean Six Sigma
- Performance-Based Contracting
- Administrative Management
- Performance Measurement
- Workforce Management
- Performance Reporting
- Leadership and Change
- Project Management
- Performance-Based Budgeting
- Program Evaluation

FOR MORE INFORMATION ABOUT IN-HOUSE TRAINING & CERTIFICATION OPTIONS,
please contact: Chris Kamal at 202-739-9506 or email him at Chris.Kamal@PerformanceInstitute.org.

SPONSORSHIP OPPORTUNITIES

As a conference and training provider, PI is an expert in bringing together leaders to share and discuss best practices and innovations. We connect decision-makers with respected solutions providers. The Institute offers four different pre-designed sponsorship packages:

- Event Co-Sponsor
- Luncheon Sponsor
- Session Sponsor
- Exhibit Booth Sponsor

FOR MORE INFORMATION ABOUT EXHIBITING & SPONSORSHIP OPPORTUNITIES, please contact: Andrew Goodwin at 202-739-9707 or email him at Andrew.Goodwin@PerformanceInstitute.org.

Logistics

VENUE

Workflow Mapping and Analysis will be held at The Performance Learning Center in Washington DC. The Learning Center is just a few blocks from the Gallery Place Chinatown metro which services the red, yellow and green lines. If you plan on driving, a public parking garage is located inside of the building. You can access the parking garage on K Street and the parking is $18.00 a day.

The Performance Institute Learning Center
901 New York Ave, NW, Washington, DC 20001
3rd Floor West Tower
202-524-8041

PLEASE NOTE: The building elevators do not allow delegates up into the Learning Center until 8:30am.

HOTEL

The Performance Institute has secured a group rate discount at a surrounding hotel provider. Please contact customer service for the most up to date rate at **877-992-9521**.

TO REGISTER ONLINE: Click on the Venue and Hotel tab at www.PerformanceInstitute.org/Workflow.

TUITION & GROUP DISCOUNTS

Tuition rates for **Workflow Mapping and Analysis**:

Event Date:	$699 until…	$799 until…	$899 until…
Sept. 20	July 19	August 23	Closing

For more information on pricing and group discounts, contact:

Chavonne Primus at 202.524.9601 or Chavonne.Primus@PerformanceInstitute.org

EARN UP TO 12 CPE CREDITS!

Sponsor Organization Name and Sponsor ID Number:
Thompson Media Group 109435
Delivery Method: Group-live
Program Level: Intermediate
CPE Credits: 12
Prerequisites: None
Preparation: None

Thompson Media Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

CANCELLATIONS & QUALITY ASSURANCE

The Performance Institute (PI) strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Quality Assurance
805 15th Street, NW, 3rd Floor, Washington, DC 20005

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program. If for any reason PI decides to cancel this conference, PI accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

- All 'Early Bird' Discounts must require payment at time of registration and before the cut-off date in order to receive any discount.
- Any discounts offered by The Institute (including team discounts) must also require payment at the time of registration.
- All discount offers cannot be combined with any other offer.
- Discounts cannot be applied retroactively.
- Payment must be secured prior to the conference. If payment is not received by the conference start date, a method of payment must be presented at the time of registration in order to guarantee your participation at the event.

Registration Form

CALL:
877-992-9521

FAX FORM TO:
866-234-0680

VISIT US ONLINE:
www.PerformanceInstitute.org/Workflow

REGISTRATION FORM

☐ Yes! Register me for **Workflow Mapping and Analysis**

☐ Please call me. I am interested in a special group discount for my team

Delegate Information

Name | Title

Organization | Dept.

Address

City | State | Zip

Telephone | Fax

Email

Payment Information

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

Credit Card Number | Expiration Date | Verification no.

Name on Card

Billing Address | City | State | Zip

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a $399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

☐ I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: P974-WEB