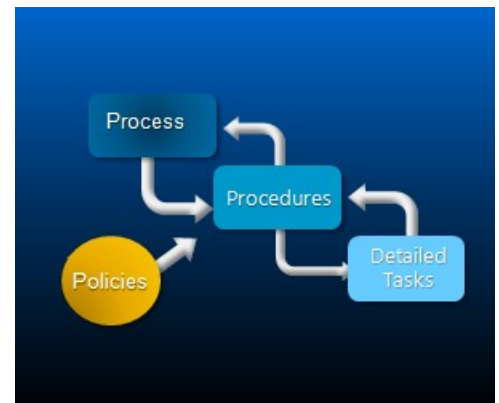


Operations Mapping: Driving Performance Outcomes with Good Systems



Learn our proven Operations Mapping methodology for systemizing the “people side” of any organization.

In this 90-minute webinar, one of our certified Process Coaches will share strategies for adopting a more process-oriented culture of accountability in your organization. You’ll learn our proven technique for designing systems and operating procedures you can manage with, train from, and that regulators love.

We use one of your own processes as an example and discussion point during the session.

What we cover (Topics):

- What makes a good system “usable” and why usability is critical
- How to improve your chance of success by setting tangible goals
- How to map out high-level processes and link them to detailed tasks, policies, and people
- The 3 Views: Strategic, Operational, Tactical and why you need all three
- Difference between Process, Procedure, and Policy

How it works

We will coordinate scheduling based on session availability to arrange a mutually convenient time.

One week prior to the scheduled session, the Coach will contact you to discuss which one of your processes to use in the class.

At the scheduled time, attendees can dial our teleconference number to hear the audio portion. To see presentation slides, participants log on to an internet site. Logon instructions will be provided via email.

The session includes one hour presentation followed by up to 30 minutes of free-form Questions and Answers.

Your Coach will coordinate all arrangements with your team coordinator.

Takeaways

You get the following free tools:

- Business Pain Worksheet
- Operations Mapping Guidebook

INTENDED AUDIENCE

- Managers in charge of day-to-day operations
- Project Managers, Consultants
- Trainers, Compliance Officers
- Business Analysts
- Policy and Procedure Analysts

Note: This webinar teaches basic concepts that can be applied with any technology. You do not have to be a Zavanta user to benefit.

PRICING

\$ 895 / session
 (unlimited # of attendees)

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