

# Product Specification: BPD

## Business and HR Process Design

### Overview

Business process design is a skill which is rarely taught to HR professionals. This is a shame as business process design is the fundamental building block of good organisation design. Understanding how effective processes can be created allows HR to facilitate the development of better processes with their business teams, and also enables HR to improve its own processes.

This seminar provides a methodology for business process design and gives participants experience in applying the methodology to one or more of their organisations.

### Who Should Attend?

- VPs, Directors and managers of HR, Learning, and Organisation Development
- HR business partners and other HR staff wanting to contribute more broadly to organisational effectiveness
- HR professionals wanted to improve the efficiency and effectiveness of HR processes
- Business leaders with responsibility for the effectiveness of their own organisations



### Learning Outcomes

By the end of the course you will:

1. Understand how process design involves a lot more than just process mapping
2. Understand the differences in process design, improvement and re-engineering
3. Have gained experience in the different stages of process design e.g. setting objectives, to be / from analysis, process mapping, RACI, competency requirements, measures and targets, links to organisation design

### Symposium Training Contact Details

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# Sample Programme

9.30 – 10.00 Registration and Refreshments

10.00 – 10.15 Welcome, Introductions and Objectives

## Processes as the Basis for Organisation Design

- 10.15 – 11.30
- Understanding processes as the fundamental aspect of an organisation
  - Process design as part of a broader organisational transformation
  - The opportunities, objectives and benefits of process design

11.30 – 11.45 Morning Refreshment

## Process Design Methodology

- 11.45 – 13.00
- A walk-through of a methodology, plus toolkit, for effective process design
  - Examples of different process architectures for recruitment, learning etc

13.00 – 13.45 Lunch and Discussion

13.45 – 14.30 Practice in Process Design

- A quick run-through of the methodology to identify opportunities for improving one or more HR processes from participants' own organisations

14.30 – 14.45 Afternoon Refreshment

## Newer Trends in Business Process Design

- 14.45 – 15.45
- Lean and agile processes – scrums and sprints
  - Agile process design – hacking management
  - Opportunities for designing networks vs processes
  - HR's role in facilitating business process design

15.45 – 16.00 Conclusions and Actions