XCELERATE TRAINING INSTITUTE

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STRATEGY AND STRATEGIC PLANNING

# Workflow Management Training Course

| DURATION | LANGUAGE | FORMAT |
|---|---|---|
| **5 days** | **English** | **Classroom / Online** |

## Upcoming dates

| Dates | Venue | Format | Fee |
|---|---|---|---|
| 3 – 7 ???? 2027 | Live online | Online (live) | **€1?200** |
| 14 – 18 ????? 2027 | Bahrain | Classroom | **€5?500** |
| 8 – 12 ?????? 2027 | Live online | Online (live) | **€1?200** |

### Register or ask a question

Online: x8ti.com/course/workflow-management-training-course-2/

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# Workflow Management Training Course

## Introduction

Introduction

Workflow is a sequence of activities that occurs within the defined start and end point of a given process. What is Workflow Management? Workflow Management is defined as the development and management of the flow of data to accomplish tasks in a given process.

Some of the aims of Workflow Management include the elimination of tasks redundancy, designing for the ideal state, automating it, and having better visibility on bottlenecks or improvement opportunities in some or all areas of the business process.

Looking into an organization's current practices, we saw an emerging need to revisit, streamline and digitalize its workflows. This has never been important than ever before – regardless of what industries our businesses are in, both for private and public sectors.

This is one of the major effects of the current pandemic. By having effective workflow management in place, the organization can reap the benefits including more efficient handling of information, communication, collaboration, transformation, standardization, delegation, automation, integration, mitigation, resulting in sustained customer satisfaction.

Workflow Management is one of the key topics that every organization must have a good grasp on to thrive in these challenging times. The need to streamline and digitalize our workflows are further being pressured by the customers themselves.

The generation shift we are seeing from millennials and digital natives is causing this pressure on how we transact and live. The behaviors are shifting in a way where these generations are more particular on alternative, more convenient ways to do business with various entities. There is indeed an urgency to understand how to effectively set up your workflow management practices in the organization.

Workflow Management helps by promoting clarity to "who's doing what" yet maintaining flexibility for times of change. It also helps simplify the implementation of business processes and as a result, helping us get higher chances of achieving outcomes set for a given business process. One of the critical outputs that we can see in implementing Workflow Management is having a clearer and more streamlined structure of operating.

The expected outcome can be summarized into three: simpler, faster, and better workflows to help organizations achieve their goals, promote service delivery efficiency, and increase cost savings because of productivity improvement. Lastly, a good workflow management strategy covers disciplines around discovering, designing, delivering, and optimizing.

This Xcelerate Training Institute course will empower you with detailed information and knowledge about Workflow Management and its renewed importance. Through this course, you will not only be able to

understand the importance of Workflow Management but will also be capable of playing a role in activities and initiatives related to the Workflow Management plan of your organization.

The knowledge and exposure gained through this course will also give you the required skill and perspective to be a key contributor in devising the Workflow Management strategy of your organization and implementing the same effect, thus demonstrating talent and potential and inviting additional career opportunities for growth and progression.

Learning Objectives

- In-depth understanding and knowledge of Workflow Management and the importance of effective Workflow Management strategies
- The required skillset and capabilities to not only introduce but also successfully manage workflow technology and automation in the organization
- The required skill, knowledge, and perspective to partake in or independently devise an effective Workflow Management strategy for the organization and successfully implement plans and projects as per this strategy
- The confidence and ability to measure, track and enhance organizational efficiency and growth through scaled-up adaption of good Workflow Management practices
- The ability and knowledge to evaluate and enhance existing processes, making them faster, more accurate, and leaner
- The required awareness to choose the best suited Workflow Management method for the organization to gain maximum benefit out of these
- The required knowledge, experience, and skill to contribute to increased operational efficiency and cost efficiency for the organization
- A sense of pride for playing an important part in increasing and establishing the efficiency of the organization
- The required perspective and foresight to pre-empt challenges, risks, and hindrances and address these to prevent them from hampering the progress of the organization from the technological point of view
- The capability to increase client and employee work satisfaction through better, faster, and simpler workflows at the least cost possible

Training Methodology

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises

Benefits For Your Organization

- A workforce that is more skilled and equipped to manage workflows for the organization
- Better and more effective Workflow Management strategies addressing the exact requirements and needs of the organization

- Effective implementation of workflows promoting increased productivity and cost savings
- Increased cost savings because of operational efficiency
- Application of advanced concepts and techniques of Workflow Management in the organization
- Leaner operations and advanced technology, thereby adding to better productivity and reduced costs
- Better management of various operations resulting in greater customer satisfaction and increased chances of business growth
- Exponential business growth can be achieved as the focus is being shifted from daily work management to business development
- Improved structure and resilience of business functions and roles
- Better business continuity as workflow management helps institutionalize knowledge

Benefits For You

- Detailed understanding and knowledge of Workflow Management
- Better understanding, awareness, and knowledge of the importance and impact of good Workflow Management practices
- Enhanced skill and knowledge to devise a Workflow Management strategy and successfully implement it in one’s organization, thus contributing to brand visibility and presence
- Increased knowledge, capability, and experience to explore lateral career opportunities in workflow management and eventually to business process management/improvement
- Increased awareness and perspective to choose the most effective Workflow Management approach or method for one’s organization, demonstrating talent and potential and increasing opportunities for one’s career growth and progression
- A sense of pride contributing to the overall growth of the organization through contributions to operational efficiencies and cost savings
- Increased understanding and awareness to reduce costs through automation and other techniques for leaner operations
- Enhanced skill and ability to initiate leaner operations
- Effective decision making and strategic skills to study data and information available and then take the best-suitable decisions

Target Audience

- Senior management of an organization who need to understand the importance of good Workflow Management and effective implementation of Workflow Management strategy to aid in more effective decision making
- Business administration and operations managers who continuously implement and enhance organization's workflows to increase operational efficiency and cost savings
- Managers and leaders of other teams who use software to grow and enhance their departments’ efficiency and quality
- End-users of certain Workflow Management platforms who need to know how to best utilize the platform/software to derive the best results
- Any other professional who may want to pursue a career in Workflow Management or who may want to know more about Workflow Management and its strategies

Course Outline

Understanding Workflow: Definition and Principles

- Process Hierarchy
- Definition of Workflow Management (WfM)
- Role of WfM in Business Processes
- Does Workflow Management require a software?
- Origin of Workflow Management
- A Glimpse of Workflow Management Market
- Workflow Management Principles

Understanding Workflow: Differentiation and Trends

- Workflow Management vs. Process Management
- Workflow Management vs. Project Management
- Workflow Management vs. Case Management
- Workflow Management vs. Task Management
- The Common Ground
- The Future of Workflow Management
- Simplified Input
- Streamlined Process
- Intelligent Output
- Redefined Roles

Understanding Workflow: Importance and Benefits

- Information, Communication, Collaboration
- Transformation, Standardization, Delegation
- Automation, Integration, Mitigation
- Satisfaction

Understanding Workflow: Components and Types

- Workflow Management Key Components
- Core vs. Support vs. Management Workflows
- Manual vs. Automated Workflows
- Human-centric vs. System-centric vs. Document-centric Workflows

Managing Workflow: Discovery

- Pain Points Identification
- Current State Analysis

Managing Workflow: Design

- Solutions Formulation
- Desired State Visualization

Managing Workflow: Delivery

- Implementation

- Avoiding Pitfalls
- Challenges

Managing Workflow: Optimization

- Performance Assessment
- Workflow Improvement
- Institutionalizing Governance

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# Registration Form

## Workflow Management Training Course

Preferred dates: ..... Venue or online: .....

Duration: 5 days Language: .....

Please complete and email this form to us, or register online. We confirm your place and send the invoice within one working day.

### Delegate information

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Official email: ..... Personal email: .....

### Company information

Company name: .....

Address: .....

City / country: ..... VAT / tax number: .....

### Person responsible for training & development

Full name (Mr / Ms / Dr / Eng): .....

Position: ..... Telephone / mobile: .....

Email: .....

### Payment

☐ Please invoice me ☐ Please invoice my company

Signature: ..... Date: .....

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