



2h 00m

PLENUM AND
SMALL GROUPS

DESCRIPTION

This activity will help you analyze and (re)design core processes. Core processes are sequences of activities that are carried out regularly in your organization/team and play a major role in successfully doing your work.



PREPARATION

Review **Background Paper: Process Modeling (28)**.



MATERIALS

- Flip Chart
- Markers



TOOLS

- **Background Paper:**
Process Modeling (28)



GROUNDWORK



SUMMIT



OUTLOOK



KNOWLEDGE AND LEARNING

- STEP 1 IN PLENUM:**
 Review **Process Modeling (28)** ■▮ to develop a joint graphic language for describing workflows (circle=start/end point of process, box=activity, diamond=decision). **[10 MIN]**
- STEP 2 IN PAIRS:**
 Draw up some sample flow charts of daily activities such as cooking a meal or brushing teeth to get familiar with the notation, and compare your charts. **[20 MIN]**
- STEP 3 IN PLENUM:**
 Pick two processes from your daily work which you would like to look at and (re-)design. It makes sense to pick processes that
- are carried out routinely or on a regular basis,
 - involve more than one person,
 - are important to the success of your work. **[30 MIN]**
- STEP 4 IN SMALL GROUPS:**
 Analyze how these processes currently function. Think about the last time each respective process was implemented. Using the process notation, map the steps that were followed from beginning to end, paying close attention to who was involved, who made decisions, and where there was friction and a lack of clarity in the division of responsibility. **[20 MIN]**
- STEP 5** Discuss how you would like each process to be implemented in the future. Make a simple flow chart showing the steps and involvement of different people from beginning to end, including the inputs needed and the intended output. If you think the flow chart needs further explanation, add text or checklists to guide the people who will implement the process. **[20 MIN]**
- STEP 6 IN PLENUM:**
 Share the two new flow charts with the whole team. Discuss whether this kind of process design is helpful for your work and how it can be used for other processes. **[20 MIN]**



FOLLOW UP

If you find this kind of work helpful, you can use it to design other core processes. There should be regular check-ups to evaluate how the processes are working in practice and what needs to be adapted to make them function better. The process flow charts should not become static prescriptions. They are living documents meant to aid your work process.