

Interviewing for Government Process Improvement

A 2 Day Workshop

A government cannot operate efficiently or coherently without standardized procedures and processes. The challenge is to create the right business-process system. This workshop focuses on how to develop and execute process improvement focused interview plans to capture knowledge-based information that is useful for process improvement in government organizations.

Topics covered in this workshop—

- How business processes and procedures function
- What benefits business processes deliver
- How to manage and improve your business processes
- How to construct a process-improvement focused interview plan
- How to interview peers and staff members for knowledge capture
- Which interview questions work best
- Capturing, Analyzing and using the data