

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