

INTERVIEWING FOR GOVERNMENT PROCESS IMPROVEMENT

A 2, 3 or 4-Day Hands-On Workshop

Course Description:

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.

Learning Objectives & 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

Audience: This workshop is designed for all government personnel.

Toolkits:

Each Participant will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools such as checklist, tips, techniques, and numerous other tools to help you use your new skills immediately.

Additional Information

CPE Credits: 13.0-27.0

CEU Credits: 1.1- 2.25

Suggested Program

Prerequisites: None

Advanced Preparation: None

NASBA Program Level: Basic

NASBA Field of Study:

Business Organization & Management

Delivery Method: Group Live – Classroom

