Training Course:
Achieving Business Process Change

6 - 10 October 2025
London (UK)
Landmark Office Space - Portman Street

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Training Course code: MA235072 From: 6 - 10 October 2025 Venue: London (UK) - Landmark Office Space - Portman Street Training Course Fees: 5500 Euro

Introduction

Organizations today face unprecedented challenges in adapting to rapidly changing markets, technological advances, and evolving customer expectations. To remain competitive and sustainable, businesses must continually reassess and redesign their processes to achieve greater efficiency, agility, and customer satisfaction.

The Achieving Business Process Change training program is designed by Global Horizon Training Center to provide participants with practical tools, strategies, and insights to lead and implement successful business process change initiatives. This program combines global best practices with hands-on case studies and interactive learning, ensuring participants gain the confidence and capability to drive real transformation in their organizations.

Objectives

By the end of this program, participants will be able to:

- Understand the principles and drivers of business process change.

- Analyze existing business processes and identify areas for improvement.

- Apply process redesign frameworks and methodologies.

- Manage the organizational and human aspects of process change.

- Measure the outcomes of process change initiatives and ensure continuous improvement.

Organizational Impact

Organizations that implement this program can expect to achieve:

- Streamlined operations and reduced inefficiencies.

- Enhanced customer satisfaction through improved processes.

- Increased adaptability to market and technological shifts.

- Improved collaboration between departments and functions.

- Stronger alignment of processes with organizational strategy.

- Greater employee engagement in continuous improvement initiatives.

Target Audience

This program is designed for:

- Business process managers and analysts.

- Department heads and functional leaders.

- Project managers involved in process change initiatives.

- Quality assurance and improvement professionals.

- HR and organizational development professionals.

- Anyone responsible for leading or supporting business transformation projects.

Outlines

Day 1: Foundations of Business Process Change

- Introduction to business process management BPM and change.

- Drivers of business process change: competition, technology, regulation, customer expectations.

- Linking strategy with process improvement.

- Identifying change opportunities: tools and techniques.

- Case study: Successful business process change initiatives.

Day 2: Analyzing and Mapping Business Processes

- Process documentation and mapping tools flowcharts, SIPOC, BPMN.

- Identifying bottlenecks, redundancies, and value-adding activities.

- Data collection methods for process analysis.

- Root cause analysis techniques Ishikawa, 5 Whys.

- Group exercise: Process mapping of a sample workflow.

Day 3: Redesigning and Improving Processes

- Frameworks for process redesign Lean, Six Sigma, Reengineering.

- Benchmarking and best practices for improvement.

- Evaluating technology and digital tools to enable process change.

- Balancing efficiency with effectiveness.

Day 4: Managing the Human Side of Change

- Change management principles Kotter's 8-step, ADKAR model.

- Communication strategies for process change.

- Overcoming resistance and building stakeholder engagement.

- The role of leadership in driving change.

- Interactive role-play: Handling resistance to process change.

Day 5: Implementing and Sustaining Process Change

- Developing implementation roadmaps and action plans.

- Key performance indicators KPIs and success measurement.

- Ensuring continuous improvement and feedback loops.

- Embedding a culture of process innovation.

- Final group project: Presenting a process change initiative plan.

Registration form on the Training Course:
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