



Administration and Office Efficiency

Excellence in Facilitating Work Procedures

Course Introduction

This training course is designed to empower professionals with the skills and techniques needed to streamline work procedures, improve efficiency, and foster a culture of operational excellence. Participants will learn how to analyze, design, and enhance work processes to reduce bottlenecks, improve collaboration, and achieve organizational goals.

Complex work processes slow productivity and increase the potential for mistakes. By simplifying the procedures in your company, you make more efficient use of time, which in turn saves the company money. While specific work processes vary, the process of streamlining how work gets done is adaptable to various industries and situations.

During the course delegates will consider the nature of work management at individual, team and leadership levels. They will practice mapping and analyzing work processes and then redesigning them to make them more efficient.

Target Audience

- All staff involved in writing procedures or other work process related documents
- Those directly managing work processes and procedures
- Administration and secretarial professionals
- Those involved in auditing work procedures/documentation
- All documentation and quality professionals

Learning Objectives

- Interpret the principles and importance of work procedure facilitation.

- Analyze existing work processes to identify inefficiencies and areas for improvement.
- Design streamlined workflows to enhance productivity and reduce delays.
- Implement tools and techniques to automate repetitive tasks and foster collaboration.
- Promote effective communication and teamwork in process facilitation.
- Develop strategies to monitor and evaluate the effectiveness of new procedures.
- Build a culture of continuous improvement and innovation in the workplace.
- Design and implement simplification of work process and procedures that contribute to organizational performance
- Demonstrate in-depth knowledge of simplification of work processes and procedures
- Implement the end-to-end stages of work simplification
- Simplify complex process and procedures
- Explain how to analyze process flow charts with the aim of simplifying the procedure

Course Outline

• 01 Day One

Introduction to Work Procedures and Facilitation

- Key concepts in process facilitation and workflow management.
- Benefits of efficient work procedures for individuals and teams.
- The Complex Work Environment
- The Primary Drivers for Workplace Complexity
- The Business Case for Simplification
- The Value Chain of Core Processes
- Definitions of Processes, Procedures and Business Documentation
- Complexities Resulting from Frequent Change

• 02 Day Two

Analyzing and Mapping Current Work Procedures

- Tools for mapping workflows (e.g., flowcharts, process diagrams).
- Identifying inefficiencies, redundancies, and bottlenecks.
- Engaging stakeholders in the analysis process.

Redesigning Work Procedures for Excellence

- Principles of workflow optimization and process redesign.
- Setting clear goals and objectives for improved procedures.
- Leveraging Lean and Six Sigma methodologies for process improvement.

• 03 Day Three

Designing and Developing Simplified Process

- The Structure of Work and Exploring Workflow.
- The Fundamentals of Effective Procedures.
- The Key Stages of Work Simplification.
- Redefining Optimal Productivity.
- Design Thinking and Simplification.
- Removing Complexity via Simple and Concise Procedures.

• 04 Day Four

Developing Documentation and Automation

- The Management and Control of Documents
- Developing and Writing Work Instructions
- Publishing and Ease of Access of Documentation
- Benefits of Work Place Visuals
- The Opportunities for Technology and Automation

• 05 Day Five

Analyzing and Simplifying Procedures

- Diagnosing Problems and Solutions Using Workflow Analysis
- Benefits of Connected Systems and Platforms
- The Use of Different Flowcharts in Simplification Initiatives
- Flowchart Elements
- Dynamic Technological and Design Innovations in Simplifications
- Continuous Improvement and Process Simplification Opportunities

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 11, 2025	May 15, 2025	5 days	4250.00 \$	Qatar - El Doha
Sept. 1, 2025	Sept. 5, 2025	5 days	4950.00 \$	Netherlands - Amsterdam
Dec. 15, 2025	Dec. 19, 2025	5 days	4250.00 \$	UAE - Dubai