

LET'S PLAY THE SAME MOVIE!

Process mapping in action

23th and 24th March 2018 (9am–5:30pm)

Run by **Eduardo Verdu** (*Norway*) and **Eveline Jost** (*Switzerland*)

A key activity for team consolidation is the co-construction of a realistic and efficient representation of the operational process in a company/department. This highlights dynamics, reveals conflicts, implement the flow of actions and makes redundant tasks disappear. This activity also reveals the impact of specific actions and provides the basis for a group negotiation in order to optimise the work process and help the others.

Using a series of role reversals helps everyone to go further in understanding what their peers do, in finding on which themes and problems they debate, and in developing a new perspective.

Intended for group/team activators

Trainers, coaches, consultants, HR professionals, managers, teachers, instructors, educators, etc.

Objectives

Facilitate a session of process representation with action moments, so that the whole team can share the same view on the work process, provide potential ways out and unlock the levers of improvement.

Organise a problem-in-action representation throughout the work process, and facilitate short scenes for a prevention and problem-solving approach.

Use this representation of the process-in-action as a diagnosis and progress tool.

Content

- use the accessories in action
- timelines
- warm-up to roles
- short scenes
- representation of process
- representation of problems
- sociometric choices
- role reversal for an understanding of the conflicts
- analysis of the stakeholders – extension of the system
- group dynamics theories

At the end of the seminar, participants will be able to

- warm-up groups to using accessories
- warm-up groups to the roles
- explain the planning process flows
- accompany the planning process activities
- facilitate the problem-solving mapping process
- promote sociometric choices
- facilitate short scenes with role reversals, doubles, tagging, mirrors, ...

Deadline for application: February 24th, 2018