

fivenines consulting

# Business Innovation Course Outline

Education to help managers and staff dramatically improve their business

A bias towards process and customers, looking not for the first, but the best answers

Pragmatic in approach, and practical in style, we focus on skills which have enduring value



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# Business Innovation Programme Guide

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## Highlights

- Should you design processes from the bottom up, or the top down?
- What is the secret to integrating processes and systems?
- Why reverse engineer a business process?
- Does it matter who does the work, and what is the risk?
- How can you exploit process innovation to enhance system development work?
- What are the things that reduce the risk of failure in a reform project?
- What is process mapping and why is it important?
- How can you develop a rigorous communication planning technique?

## You will take away

- A tool bag of innovative idea generators
- Ways to push the envelope
- Dimensions in performance management
- Techniques to measure transactions
- Process modelling techniques
- Planning approaches and constraints
- A plan framework for an innovation programme

## Learning Outcomes

- Provide a theoretical basis for business improvement, based on mainstream management theory and contemporary business experience
- Provide tools and techniques for modelling business processes, generating improvement ideas, and implementing successful reform projects
- Offer guidance and models for the practical implementation of business innovation projects

## Content and Topics

### Introduction

Theories and successful models for business reform, featuring Business Process Re-engineering. This module discusses the learning outcomes, why change is important, and what might be achieved through innovation.

### Understanding and Measuring Processes

This module provides methodologies for process modelling and process measurement. The theory is then applied to practical examples in a team exercise.

### Generating Ideas

This module provides techniques for generating business improvement ideas and applies them to the practical examples from the previous module.

### Getting Real

This module talks about how to select the solution that works in terms of achieving the original goals.

### Making it Happen

In this module, participants consider the project and participant issues that determine success, including project, communication, and implementation planning.

## Learning Approach and Activities

The workshop is best delivered to groups of 8–20. The programme is designed as a two day course with a balance of presentation, team work and playback sessions. However, a one day version is also available, with the same core content but less time to explore peripheral issues and undertake some of the exercises (though still providing significant practical work).

The ideal setting is off site or away from the workplace, with team tables in cafe style (groups of 4–6), a data projector, and a whiteboard per team. We encourage short breaks during the day and sufficient time at lunch for participants to respond to urgent business matters.