



Visual Workflow Training

One of our clients called Visual Workflow “natural process,” and that’s an apt description. We designed VW to work the way business people think—rather than how trained process professionals think, including their obscure (to business people) symbologies and acronym-laced vocabularies. VW’s “natural approach” not only helps us achieve participative, cross-functional process design—but ***we can readily train and coach people in VW, even remotely.*** Try that with Six Sigma or Lean!

We offer two different training opportunities.

Full day workshop

VW developer and founder of High-Yield Methods, Dick Lee, will personally conduct a day long Visual Workflow Workshop, backed by many actual cases, including:

- Understanding Outside-In process*
- Front to back explanation of how and why VW works*
- Managing cross-functional teams*
- VW team facilitation techniques*
- Demonstrating how to align process to strategy*
- How to let customers drive process design*
- Why understanding “objects of purchase” unleashes “disruptive” thinking*
- The importance of establishing an “as-is” flow baseline*
- Redesigning work, communication and data flow as a unit*
- How and when to drill down to individual process*
- Demonstrating how to align technology with process*
- Predicting intended and unintended consequences of change*
- Crossing the divide between understanding and action*
- Elevating customer experience while achieving process excellence and streamlining your organization*

By workshop’s end, you’ll be ready and excited to launch your own Visual Workflow implementation.

HIGH-YIELD METHODS

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Who in your company should attend

Training should include a blend of VP, Director, Manager and valued supervisor level participants from:

- Customer service
- Marketing
- Sales
- IT
- HR
- Operations management
- Financial management

C-level participation is both valuable and welcome.

In-house training investment

The payback from implementing Visual Workflow would still be immediate at a multiple of your investment. Here's all you need to commit to take advantage of the VW opportunity.

- One day's workshop time for participants, plus two hours prep
- \$3,500 fee plus expenses; \$250/ attendee over 8
- Total fee applied against engagement (not expenses) should you decide to retain HYM to facilitate a front or back office or service company Visual Workflow engagement
- No license or royalty fees for applying VW as often as you wish in your company

Remote training investment (variances)

- 3 90-minute online presentations, plus offline exercises
- \$2,500 fee; \$250/employee over 8

Visual Workflow training will likely provide a faster and higher percentage return than almost any other investment you make!

[Note: All attendees must be employees of the sponsoring company, with one exception. We will admit a third-party facilitator you plan to use to implement VW. However, a \$3,000 license fee will apply to each additional use of VW outside your company by that person.]