



3 day Business Analysis for Specialists

Description

Today, the Business Analyst has to be ever more pro-active, structured, and specialized in order to ensure that they help the Businesses to clearly understand their needs and to find lasting solutions that their IT colleagues can then produce the systems quickly and efficiently.

This 3-day course is based on little theory, much hands-on practice, and ensures that participants learn how to work closely with their Business customers in order to successfully analyze, map, define and implement improvements in the business processes.

The participants bring their own projects to the course and over a 1-month period, will use their project as a red line through the course, applying the methods and tools directly to their project.

Agenda

▪ **Introduction to Organizational Analysis**

▪ **The Process Improvement model**

Define the current process

- Interviewing Techniques
- Process mapping tools
 - SIPOC Map
 - Top-Down Charting
 - Functional Deployment Mapping
- Workshop Facilitation – The FAST Process
- Translating needs to requirements

Measure the current state

- Determine what to measure
- Define the metrics
- Measurement Techniques
- Manage the results

Analyze the opportunities

- Problem Solving and Decision Making Techniques
 - Brainstorming
 - Cause and Effect diagram
 - The 5 Whys
 - IS / IS NOT analysis
 - Benchmarking
 - Force field analysis
 - SWOT Analysis
 - The 6 Thinking Hats



Design / Improve the processes

- Define the objectives
- Plan the work
- Analyse and Manage Risks
- Monitor and control the results
- Control Changes
- Define procedures
- Hand over to the Customers

Control and evaluate the new processes

- Audit new processes
- Keeping contact
- Mistake Proofing
- Lessons Learned

▪ **People Skills**

- Managing Conflict
- Influencing People
- Managing Resistance to Organisational Change
- Managing your Stakeholders
- Communication
- Active Listening

Objectives

This course will provide Business Analysts with a process and a framework to:

- Develop new processes
- Improve existing processes
- Think pro-actively
- Work closely with the business
- Know how to facilitate workshops successfully
- Provide the optimum solutions for the business
- Increase their speed and efficiency
- Help the Business and IT work better together