



Work...Force, Place and Flow

1-Day Pre-Conference Workshop

OAE 2004 "Quest for Success" Conference

September 15, 2004 9:00 a.m.–5:00 p.m.

Columbus Airport Marriott

(see www.OAE.org for more on conference and directions)

Presented By...



About the Workshop

Participants will learn to examine all dynamics of work – workflow, workplace and workforce – using a five-step discipline known as **IDEAS**. **IDEAS** uses the examination of workflow as the catalyst for change within an organization. This discipline incorporates whole-system thinking, participatory design, the human interaction model, workflow mapping and mind mapping techniques, using the Baldrige Performance Criteria framework for rigorous, customer-focused workflow analysis and design.

This session presents an integrated and proven set of techniques for the entire cycle of workflow analysis, design and implementation at an intermediate level. Attendees should have a fundamental understanding of business processes and whole system thinking.

Workshop Description

- ▶ Understanding the Whole System
- ▶ Successful Design
- ▶ Workflow System Identification and Mapping
- ▶ The Workflow Design Team
- ▶ Insight Phase Activities
- ▶ Design Phase Activities
- ▶ Evolution Phase Activities
- ▶ Actualization Phase Activities
- ▶ Sustained Improvement Phase Activities



What You Will Learn

After attending this session, participants will be able to apply what they learn to their particular workplace challenges, understand the value of whole system thinking, as well as the correlation between this method and the Ohio Award for Excellence.

About the Instructor

Jackie Messersmith is the founder of Workflow Dynamics, and the developer of **IDEAS**. Her career has been devoted to the pursuit of *total workplace solutions* that increases profitability, productivity, workforce satisfaction and ultimately growth. She works with Workflow clients throughout the 5 lifecycles of change to ensure the promised results become a reality, not just another report on the shelf.

REGISTRATION INFORMATION: Pre-Conference Workshop Fee: **\$170.00** ... Register for Pre-Conference and Conference online at www.oae.org/quest.htm ... or ... Fax or Mail registration form and payment to the Ohio Award for Excellence at (330) 672-9495 or College of Business Admin., Rm. 306, Kent, Ohio 44242