

N1_ ACADEMY PROGRAM OVERVIEW

Process Mapping

Can your team clearly see how work flows from request to result, or are delays hidden between departments?

DURATION	FORMAT	AUDIENCE	PRICING
10 hours Presential workshop	In-person Corporate teams	Leaders + teams SMBs and industry	Contact us For group options

Program Overview

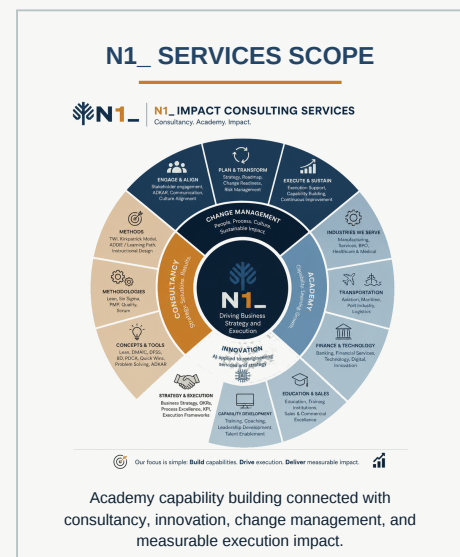
Process Mapping helps participants make invisible work visible. The workshop focuses on how to capture the way work actually happens, identify gaps or disconnects, and create a shared understanding of process performance across departments.

Scope

Workflow visualization for current-state clarity, bottleneck identification, cross-functional alignment, and future-state improvement thinking.

Core Content Areas

Workflow Mapping Current State Future State Bottlenecks



BUSINESS IMPACT

Improves process clarity, reduces handoff confusion, exposes bottlenecks, and helps teams align around practical improvement opportunities.



Curriculum Overview

Process Mapping - public program map

Detailed templates, facilitator guides, examples, and proprietary implementation logic are reserved for enrolled participants and authorized N1_delivery teams.

Block 1 - Process Thinking Foundations

Define the purpose, boundaries, inputs, outputs, and flow of a process before improvement begins.

Block 2 - Current-State Mapping

Visualize how work currently moves across people, systems, departments, and decision points.

Block 3 - Bottlenecks & Improvement Opportunities

Identify delays, rework, unclear ownership, unnecessary complexity, and hidden friction.

Block 4 - Future-State Alignment

Translate process insights into a more aligned, efficient, and actionable future-state direction.

Learning Outcomes

- Describe process boundaries and ownership.
- Map key workflows at a practical level.
- Identify handoff and bottleneck risks.
- Use maps to support team alignment.

Who Should Attend

Operations managers, supervisors, analysts, project leaders, process owners, quality teams, service teams, and cross-functional improvement groups.

Professional Impact

Builds a core management skill for process improvement, operations leadership, and business analysis.

Bring this workshop to your team

Immediate application through facilitated practice, real business scenarios, and practical implementation discussion.

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