

Business process management training by CEG

Business process management is a far-reaching concept that eludes a uniform definition. It is not JUST a field or a profession or a skill set. It is not JUST some body of knowledge with subsets of models and charts. It is perhaps best summarized in terms like "a systematic approach," and "comprehensive discipline," with the goal of making companies "more capable of adapting to an ever-changing environment."

This goal is, not coincidentally, the very epitome of what drives nearly every initiative impacting our work and personal lives today. With the rate at which what is current becomes yesterday's news, well, let's just say if Darwin were living, he would be in his heyday!

In short, the BPM field is the natural offspring of digitalization, it is central to our lives, and it is *hot*.

CEG's Instruction

At Corporate Education Group, we recognize that [business process management training](#) demands a particularly adaptive curriculum and the most plugged-in, dynamic instructors working in the field. CEG instructors are active, working professionals at the top of their games, and highly respected in their fields.

The average BPM instructor has taught for X years, led an average of Y process management improvement projects in industry, and taught over Z students. Our instructors are geographically diverse and many are multilingual. All are accomplished communicators and group facilitators, with a passion for BPM and a vested interest in your success.

CEG partners with Duke University, ranked in the top ten national universities by U.S. News and World Report, and each certificate is awarded in recognition of academic achievement by the CEG/Duke partnership. Maintaining this affiliation is one more way we work to assure that our curriculum and instructor teams are unmatched in the industry.

CEG's Certification Ladder

As with all complex disciplines, business process management is best taught in stages. LEAN Six Sigma is famous for borrowing the karate belt hierarchy for earning "belts." In BPM training, we have a three-tier progression with certificates awarded at each level:

1. [Business Process Management Certificate Program](#)

Designed primarily for the individual contributor or new manager wanting to grow as an influencer, make a more visible impact and position himself or herself for cross-functional roles. Also appropriate for more seasoned managers who are new or whose companies are new to BPM principles.

Participants learn the building blocks of BPM, obtain the skills and techniques required to analyze and design new processes or to redesign and improve existing processes, and acquire an introduction to gathering information from individuals and groups.

2. [Advanced Business Process Management Certificate Program](#)

Designed primarily for managers charged with growing teams and developing and managing the profitability of initiatives. This program is also for rising stars who have successfully conducted "beta" BPM projects and are pursuing a leadership role in process management.

In these courses, you will dive into the skills and techniques at a deeper level, while at the same time gaining a broader perspective of how BPM represents a holistic "end-to-end", customer-driven philosophy.

Through the advanced courses, you develop the know-how to lead a team of business process change professionals.

3. [Enterprise Business Process Management Certificate Program](#)

CEG developed this top-tier course to train leaders to be architects and managers of a process-centric organization. If you are ready to move beyond departmental processes improvement initiatives and lead an enterprise-wide initiative, this course will help you develop that BPM Center of Excellence.

Design ---> Model ---> Execute ---> Monitor ---> Optimize

The virtuous circles we teach in business process management form a rubric for our teaching staff as they continuously improve the design and delivery of their instruction.

Design: The hardest task is getting started, defining the problems and opportunities. You are supported as you tackle this, head-on, at the start of each certificate program.

Utilizing both published research and our own anecdotal case studies, and through active participant and leadership roles in BPM professional associations, CEG course developers design curricula that we believe are unsurpassed in their timeliness and rigor.

Model: Measure twice, cut once. Proper modeling is critical. You come to the courses with your projects, receive help in modeling that project, and leave knowing how to apply the techniques to your future projects.

Similarly, our trainers repeatedly model BPM mindset and logic in their teaching methods.

Execute: Too often, the absence of any execution opportunity is the Achille's heel of training programs. Before you earn your certificate you must begin the execution of your project and loop back with instructors and your core peer group.

At CEG, execution is probably the most pivotal point in the training. Our trainers execute their teaching responsibilities by seeing you through this most complex phase of the project.

Monitor: By the time you are through the first day of the first course in BPM, you have gained some appreciation for what it means to effectively monitor a process, how to gather meaningful data, how to evaluate it intelligently.

CEG trainers take their program feedback very seriously. It isn't unusual for trainers to continue to interact with participants long after the program is over. The feedback loop is the best way we can monitor ourselves and maintain excellence.

Optimize: The "Aha!" moment comes when monitoring has unveiled the bottleneck, leading to an opportunity to truly optimize a process. This is the victory participants seek and one that can optimize career growth!

Teachers are no different. We celebrate the moments when we discover how to provide greater clarity, quicker uptake of concepts, better means of walking with you all the way through to project success.

Flexible Learning Options

If you preach process adaptability and agility, you had better practice it! At CEG we offer many of our [business process management training](#) courses via several learning options:

On-site classroom experience: A subject matter expert in your company's industry is selected to lead these classes at your company site. In preparation, CEG works with your company to customize the course to the language and culture of your organization.

Off-site experience: Enrollees come from different companies and industries. This variety provides a broadening experience for participants as they see how the business process management methods can be applied in different environments.

Virtual classroom: Some companies and participants need to stay on-site and on-the-job through the training process. We work hard to assure that the typical limitations of virtual training are overcome. Feedback from participants has reinforced that the "take-home" from these programs is far from virtual!

Webinars: Typically one-hour in length and presented by program area experts, our webinars are a time-effective and convenient way to hone skills, earn PDUs, and preview full-length courses. Many of our clients also utilize our webinars to concurrently train a team of employees on selected topics without travel or conference rooms.

To learn more about program descriptions and available delivery methods, visit <http://www.corpedgroup.com/certificate-programs/bpm-certificate-programs.asp>

