

## **Process Mapping for Efficiency and Cross-Training** <sup>[1]</sup>

The purpose of the Process Mapping for Efficiency and Cross-Training course is to describe a team-based method for identifying, integrating, and diagramming processes between departments and individuals, which helps ensure that connections, communications, and hand-offs are well-designed and well managed.

**Program Level:** Basic

**Prerequisites:** None

**Advanced Preparation:** N/A

**Instructional Method:** Group-Live, Group-Internet Based

**Instructors:** [Kathy Illian](#) <sup>[2]</sup>

**Recommended CPE Credit:** 1.0 Hours

**Field of Study:** Management Services

**Course Objectives:**

At the end of the course, participants will be able to:

- Flesh out the who, what, where, why, and how of a process;
- Identify why it's important to have team members who are NOT subject matter experts in the process as well as those who are;
- Use basic flowchart shapes in MS Visio (which is optional but advisable);
- Use Visio to create process maps with links, easily identifiable stakeholders, and a clear timeline;
- Analyze the diagram for potential gaps and areas of improvement; and,
- Organize their process maps for the web/shared folders.

**Program Policies** <sup>[3]</sup>

**NASBA Statement**

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**Links**

[1] <https://www.cu.edu/controller/cpe-cpas/course-catalog/process-mapping-efficiency-and-cross-training>  
[2] <https://www.cu.edu/controller/kathy-illian-cpe-instructor> [3] <https://www.cu.edu/controller/cpe-cpas-policies> [4] <http://www.learningmarket.org>