

# BPTA 103



## BPTA 103: Information Gathering and Facilitation for Business Processes

### Prerequisites

BPTA 101, BPTA 102

### Duration

1 day

### Course description

This course provides instruction and practical training in gathering information from individuals and groups. The Modelling, Analysis and Design course (BPTA 102) is based on the use of information gathering worksheets and diagrams. This course considers how analysts gather the information needed to populate those worksheets and diagrams. The course stresses the basics of planning for information gathering, conducting interviews with individuals, and conducting group facilitation sessions. Techniques for generating innovative business process solutions in creative sessions will be addressed. The roles, skills and techniques of the interviewer, facilitator and scribe will be defined and the course will provide practice for all participants through the use of a sample scenario and role plays.



### After this course you will understand

- why information gathering and facilitation for process projects is different
- what questions to ask in order to reduce process analysis and design risk
- when to interview and when to run facilitated session
- the range of creative approaches that turn conflict into consensus for process assessment and design.

### You will learn how to

- build a good interview checklist and workshop agenda
- conduct interviews and facilitated sessions to gain trusted information about processes
- gain consensus amongst competing and conflicting stakeholders
- plan and facilitate a group session to gather process information.

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Leonardo Consulting delivers the BPTrends training curriculum in Australia and New Zealand. The BPTrends BPM Professional Certificate program includes three courses: Principles of Business Process Management (BPTA101), Introduction to Business Process Modelling, Analysis & Design (BPTA102) and Information Gathering and Facilitation for Business Processes (BPTA103).