

Role Modellers Autumn 2010 Workshop Series

Human Interaction Management

“The first fundamental advance in personal productivity since the arrival of the spreadsheet” (Information Age, 2007) is here, and we can help you get started. According to Gartner, the “Fourth Wave” of **Human Interaction Management** techniques and tools won’t be mainstream until 2012 - so now is your chance to get ahead of competitors.

Located at Role Modellers’ offices in the picturesque market town of Frome (Somerset, UK), this 2-day workshop is a hands-on introduction to next-generation process modelling and execution techniques that deal with human work at all organizational levels.

Working with examples from their own business, attendees will learn how to:

1. Reduce knowledge worker costs by up to 75%;
2. Deal efficiently and effectively with the 20% of “exceptional cases” that generate 80% of operating expenses (and potentially 80% of revenue);
3. Build collaborative business applications in minutes;
4. Implement true cross-boundary business processes;
5. Define and execute organizational strategy.

Day 1: Human Interaction Management (HIM) and HumanEdj

Attendees will describe collaborative, human-driven processes from their own business as Plan templates in the HIM Web application “HumanEdj”. These templates can be used in HumanEdj itself (to which attendees receive a free online account) or downloaded in a variety of standard formats.

Attendees will then try example Plans generated from the templates. Attendees will see how to:

1. Use the Plans;
2. Change the Plans on-the-fly to meet business needs;
3. Generate improved templates from the updated Plans.

By the end of day 1, each attendee will:

- Have produced real-world Plan templates representing typical daily work;
- Understand how to produce further such templates;
- Know how to use the templates to carry out work.

Day 2: Goal-Oriented Organization Design (GOOD)

Attendees will produce a high level process architecture describing their own organization as a network of interacting processes.

Attendees will then use the GOOD methodology to build a supporting motivation model and create multi-level Plans that implement strategic objectives. Attendees will see how to:

1. Define meaningful strategic objectives;
2. Assign responsibility for achieving the objectives to different Roles;
3. Manage the work of these Roles.

By the end of day 2, each attendee will:

- Have produced a real-world high-level description of their organization;
- Understand how to use this description to achieve strategic objectives;
- Know how to manage the associated business processes.

Workshop Leader

Keith Harrison-Broninski has been regarded as an IT and business thought leader since publication of his book "Human Interactions: The Heart And Soul Of Business Process Management" (Meghan-Kiffer Press, 2005 - "a must read for Process Professionals and Systems Analysts alike", BPM Group). Building on 20 years of research and insights from varied disciplines, his theory of **Human Interaction Management** provides a new way to describe and support collaborative human work.

Conference organizers around the world regularly invite Keith to give keynote lectures to business, IT and academic audiences at national conferences, most recently in Poland, India, the Netherlands, the UK, Finland and Portugal.

Keith is CTO of Role Modellers, whose mission is to develop understanding and support of human-driven processes - the field that Keith has pioneered. Role Modellers' software product, HumanEdj, leads the industry in computerized support for innovative, collaborative human work.

Keith stays active as a business consultant and software architect, via which activities he continues to refine and extend HIM theory.

Maximum Workshop Size

8 people

Workshop Cost

£1250 (plus VAT if applicable), to include refreshments and lunch during workshop and HumanEdj online account.

Equipment Required

Please bring a laptop computer.

Dates

Mon 20 and Tue 21 September 2010
Mon 18 and Tue 19 October 2010
Mon 15 and Tue 16 November 2010

Location

Role Modellers Ltd
The Welsh Mill
Park Hill Drive
Frome BA11 2LE
UK

Duration

Day 1: 10am – 5pm
Day 2: 9am – 4pm

Booking

Email: info@rolemodellers.com
Tel: +44 208 123 1006

Accommodation

The Archangel	archangelfrome.com
Babington House	babingtonhouse.co.uk
Eden Vale Farm	edenvalefarm.co.uk
Lullington House	lullingtonhouse.co.uk
Seymours Court	seymourscourt.co.uk
Travelodge	travelodge.co.uk/search_and_book/hotel_overview.php?hotel_id=76
Trudox Mead	trudoxmead.co.uk

More... frometouristinfo.co.uk/accommodation.asp

Area

Frome is one of the most interesting old market towns in England, surrounded by beautiful countryside and close to many historic sites. Here is a small selection of places to visit in the area:

Avebury	nationaltrust.org.uk/main/w-avebury
Barrington Court	nationaltrust.org.uk/main/w-barringtoncourt
Bath City	visitbath.co.uk
Cadbury Castle	britannia.com/history/arthur/cadcast.html
E. Somerset Railway	eastsomersetrailway.com
Frome Town	wikipedia.org/wiki/Frome
Glastonbury Tor	glastonburytor.org.uk
Longleat	longleat.co.uk
The Roman Baths	romanbaths.co.uk
Stonehenge	english-heritage.org.uk/daysout/properties/stonehenge
Stourhead Estate	nationaltrust.org.uk/main/w-vh/w-visits/w-findaplace/w-stourhead
Tintinhull Garden	nationaltrust.org.uk/main/w-tintinhullgarden

Why not come a day or two early and enjoy a weekend in Somerset?