

Welcome

Working remotely and communicating across different platforms online has become the norm for so many of us this year.

Processfix have embraced this challenge as we hear from Susanne Clarke, Head of Service Excellence at the University of Bournemouth, just how effectively our approach has transferred to the new environment having previously experienced a Processfix workshop in-person and now a Masterclass online.

When onsite meetings are not a possibility, why not let Processfix replicate the benefits of our collaborative events for you online. Over the last year we have adapted our approach to the online channel, facilitating our workshops via our purpose-built studio in Milton Keynes. You can continue to help your teams to engage with process improvement and build relationships wherever they are based.

For more information as to how your remote teams can benefit from the fully interactive Processfix experience online, contact us at info@processfix.com

NEWSFLASH!

London, UK – October 2020

Processfix facilitate first online masterclass for the House of Commons



University of Bournemouth programme pivots to online workshops

Susanne Clarke is Head of Service Excellence at the University of Bournemouth and Programme Lead for the Staff Apprenticeship Programme in partnership with Poole College. Susanne recently attended an online Processfix masterclass, making her the first person to have experienced the Processfix offer both in-person and online.



When did you first come across Processfix?

I first heard of Processfix and their energising approach over ten years ago and asked them to deliver a workshop when I was Deputy Director of Finance at the University of Bournemouth. The workshop really got our team working together and it was a completely different way of learning for everyone. I think it got some of the cynics really engaged as it had the right level of intellectual stimulation and learning as well as being engaging and great fun.

Why did you attend the online masterclass?

When I saw that Processfix had moved many of its events online I was intrigued as to how they were going to do it.

As service excellence experts we champion respect for people and this has always been demonstrated by Processfix in-person. I wanted to know how they could generate the same levels of enthusiasm remotely, whilst still creating a fun environment for everyone to learn and improve the way they work, which is perhaps more important now than ever.

What were your key outtakes from the experience?

I loved it! I learnt some new things about process improvement and I also came away with ideas of how we can deliver our workshops online and how we can adapt our own facilitation to the current environment. There are no kinetics on an

online course, but Processfix made it work in a really fresh and a very inclusive way.

How has working remotely affected the programme?

Our element of the programme supports each apprentice to undertake a project that links their studies directly with the aims of the university. It is a tough challenge for the apprentices, because a lot of what is taught is outside the norm. They wouldn't for example, normally have to apply statistical techniques in their day-to-day job.

We have had to prioritise our undergraduate students during the pandemic, so we have committed to running the apprenticeship programme completely online. It is working well, using breakout groups for networking and various platforms to bring external speakers in so that the apprentices can meet and learn from as many people as possible.

“we saw how effective process mapping can be in a professional studio environment”

Has the online masterclass changed how you work?

We are now emulating the Processfix online experience and have adapted how we do things remotely. During the Masterclass we saw how effective process mapping can be in a professional studio environment. What is good to hear is that the apprentices are finding the online workshops the highlight of their week! They are learning new skills and have the immediate opportunity to take these into the workplace.

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

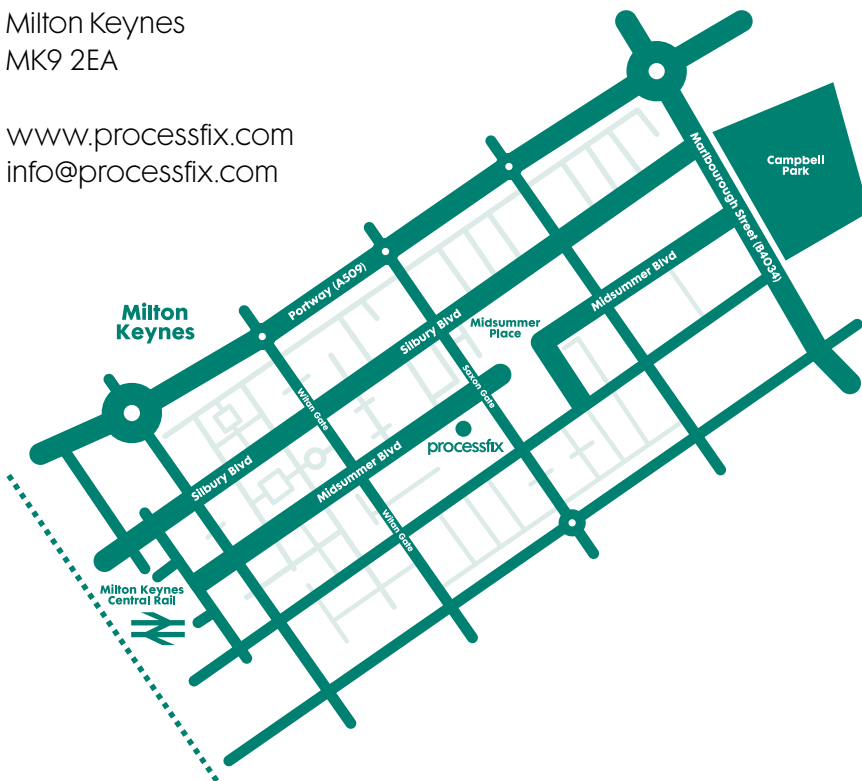
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

Processfix Limited
Exchange House
Midsummer Boulevard
Milton Keynes
MK9 2EA

www.processfix.com
info@processfix.com



And Finally...

Crisis, the national homelessness charity, begin the New Year with a fresh look at their fundraising process.



Book your place at the next online Processfix masterclass and receive a **free** one-year subscription to the opextoolkit

Next masterclass
25th February 2021
Price £495 per person
Book online at
www.processfix.com



Printed on recycled paper.

Processfix® and fixit® are registered trademarks of Processfix Limited. This publication is copyright Processfix Limited and may not be reproduced or transmitted in any form in whole or in part without the prior written permission of Processfix Limited.

T +44 (0) 01908 584 710