

COURSE BROCHURE

# Business Process Management & Automation

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



## Course Description

### Course Overview

Business Process Management & Automation is a comprehensive, knowledge-based training program designed to help organizations understand how business processes are designed, analyzed, improved, and supported through structured automation initiatives. The course focuses on building a clear conceptual understanding of process thinking, governance, and automation readiness, enabling organizations to improve efficiency, consistency, and transparency without unnecessary complexity.

For new and first-time managers, this course is especially valuable because it clarifies how day-to-day activities connect to end-to-end processes and organizational performance. As a leadership training for new managers program, it strengthens managerial awareness of process ownership, cross-functional coordination, and decision-making in automated environments. Participants gain the confidence to engage in process improvement discussions, support automation initiatives, and lead teams through change in a structured and informed manner.

### Key Outcomes

- By the end of this program, participants will be able to explain core business process management concepts and terminology
- By the end of this program, participants will be able to understand the role of managers in process governance and improvement
- By the end of this program, participants will be able to identify process inefficiencies and improvement opportunities
- By the end of this program, participants will be able to distinguish between manual, digitized, and automated processes
- By the end of this program, participants will be able to link process improvement to management skills training objectives
- By the end of this program, participants will be able to support automation initiatives from a managerial perspective

- By the end of this program, participants will be able to align process initiatives with organizational strategy and performance goals

### **Who Should Attend**

- First-time managers responsible for operational or administrative teams
- Supervisors and section heads overseeing workflows and procedures
- Team leaders involved in cross-functional coordination
- High-potential employees preparing for managerial roles
- Process improvement, quality, and performance staff
- Managers supporting digital transformation or automation initiatives

Prerequisites: No prerequisites

### **Course Outline by days**

#### **Day 1 – Foundations of Business Process Management**

- Understanding business processes and end-to-end process thinking
- Process management principles and organizational value creation
- Differences between functional and process-based management
- Managerial responsibilities in process-oriented organizations
- Relationship between process management and leadership fundamentals course concepts

#### **Day 2 – Process Analysis and Improvement Concepts**

- Identifying process boundaries, inputs, and outputs
- Common sources of inefficiency and process breakdown
- Introduction to process documentation and mapping concepts
- Evaluating process performance at a managerial level
- Linking process improvement to first-time manager training goals

#### **Day 3 – Introduction to Process Automation**

- Understanding process automation and its organizational role
- Types of processes suitable for automation

## **Day 4 – Managing Change and Governance in Automated Processes**

- Process ownership and governance structures
- Managing change during automation initiatives
- Communication and stakeholder alignment
- Leadership behaviors that support successful automation
- Supervisor responsibilities in sustaining automated processes

## **Day 5 – Integrating Process Management and Automation into Performance Systems**

- Aligning process initiatives with organizational strategy
- Measuring process effectiveness and improvement outcomes
- Supporting continuous improvement in automated environments
- Common challenges in sustaining process and automation maturity
- Knowledge review, recap, and group discussion

## **Methodology**

The program is delivered through a primarily theoretical and structured learning approach suitable for corporate and public sector professionals. Participants are guided through established business process management concepts, leadership frameworks, and simplified organizational cases using clear explanations and facilitated discussions. Interaction takes place at both individual and group levels through light discussions rather than intensive workshops. Training materials include summary sheets, a structured workbook, simple reference templates, and a practical toolkit that can be reviewed digitally. Optional minimal pre-work or optional follow-up support is available upon request only.

## **Assessment & ROI**

Assessment during the program is conducted through short quizzes, guided question-and-answer sessions, recap checks, and facilitated discussions to confirm understanding of business process management and automation concepts. These in-session assessments focus on knowledge acquisition and managerial awareness rather than technical execution. Measurement of return on investment through key performance indicators, manager evaluations, or performance reviews is managed internally by the client organization. Internal measurement is managed by the client organization and is outside the scope of our delivery. Optional

contact us to confirm the most suitable available instructor for this course based on schedule and location.

## **Conclusion**

Business Process Management & Automation provides a strong conceptual foundation for supervisors, team leaders, and first-time managers seeking to improve efficiency, coordination, and performance through structured process thinking. By combining management skills training with clear automation awareness, the program supports leadership development for team leaders and strengthens organizational readiness for digital initiatives. Organizations are invited to contact us to tailor the delivery format, whether onsite, online, or blended, and to adjust duration options to meet their supervisor leadership program objectives, including the provision of a certificate of completion upon successful participation.

# Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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