

Process Design lecturette

Aims:

- To highlight the relevance of process design in everyday problem solving
 - To explain when process design is particularly important
 - To provide an example of process design through the use of the PHVA model
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Introduction (10 minutes)

ON BOARD- Put up spaces for hangman game- word to be created is "process design"

What stages did you go through in identifying the word? *How did you do it?*

We make valued judgements on whether or not to take the car or the bike, how to push for change at work, how to fill out a tax form or questionnaire. These actions all involve aspects of process design, if simple and almost instantaneous. However, in certain circumstances process design requires careful planning.

BRAINSTORM- In what situations would you say that thought needs to go into the way in which a problem is tackled?

(Key points- when problem complex, involves multiple stakeholders with different views, when alternatives need to be generated etc.)

PPT (15 minutes)

PPT- Let's have a look at the process of process design in more detail and provide an example as developed for the PHVA workshop design.

Conclusion (5 minutes)

By having a plan of how to tackle a difficult problem it is possible to synergise a group of people into creating an imaginative and eventually practical list of alternative solutions enabling us to overcome what may seem to be intractable barriers to co-operation and collaboration. Process design is a skill just like captive breeding, population monitoring or communication, but one that has many applications.