

MESSAGE FROM THE PARTNERS



Welcome to the Spring issue of *uPTake*. This quarter you can read about our approach to developing learning materials; how to improve communication with Business Process Modelling Notation (BPMN); and how business architecture can help organisations achieve actionable results.

We've introduced a new section to *uPTake*—PTA People—to help you get acquainted with the latest additions to our highly skilled team.

If you missed the Process Excellence (PEX) Summit and Awards in Sydney during July, you can learn some key insights from Shannon Trueman's presentation on 'The BPM Continuum' in PTA Happenings.

The Artists for Kids Culture art auction—an annual charity event we're extremely passionate about—is coming up soon. We hope you will be able to show your support and attend such a worthy and fun event this year. See the Community section on the back page for details.

Of course we value your feedback on our newsletter, so please share your thoughts via our social media channels. You can find us on Twitter, Facebook and LinkedIn.

Suzanne Pearson and Shannon Trueman

BUSINESS ARCHITECTURE WITH ACTIONABLE RESULTS

Combining business architecture and business process management frameworks provides the bridge between vision and strategy on one side and actionable, deployable results on the other. This model demonstrates how an organisation can understand its vision and implement its strategy.



Source: BIZBOK Version 3.1

Business architecture can be used to interpret the business model in ways essential to establishing actionable roadmaps, funding and priorities needed to deliver results ranging from tactical deployments to long-term business transformation.

Business architecture provides a solid foundation for organisations to build strategic capability using a business process management framework.

If you would like to know how business architecture can help your organisation achieve actionable results, talk to PTA. See the back page for contact details.

LEARNING APPROACH

Pearson Trueman & Associates (PTA) uses a development approach when delivering learning materials that ensures not only the most effective outcomes for the learner, but also provides the maximum benefit to an organisation through improved individual and corporate performance.

PTA can deliver courses—whether eLearning or facilitated—through channels such as on-the-job training and coaching, off-the-job courses, and open learning. Their consultative approach to learning design means that they work in partnership with clients towards achieving this common goal.

When PTA designs tailored learning and user support solutions, they apply a methodology based on four learning modes:

1 Tell me—informs the learner by presenting the information, skills and attitudes in words. This mode appeals to those who learn through language by listening.

2 Show me—demonstrates to the learner the information, skills, and attitudes visually. This mode appeals to those who learn through example by watching.

3 Let me—allows the learner to practise by encouraging exploration, reflection, application, and reinforcement of knowledge, skills, and attitudes. It does this through activities that appeal to those who learn through experience by doing or reflecting.

4 Test me—evaluates how much the learner already knows or confirms how much they have learnt. It verifies competency and assesses mastery of skills through activity.

The learning design and development process is critical in determining audience needs and assessing the best learning outcome. PTA subscribes to Robert Gagne's instructional design model 'The Nine Events of Instruction' as defined in the diagram below.



Through their accumulated experience delivering successful materials, PTA is flexible in its approach and understands every organisation is unique, in ever-changing business environments. If you would like to discuss your learning requirements, get in touch. See the back page for contact details.

IMPROVE COMMUNICATION WITH BUSINESS PROCESS MODELLING NOTATION

PTA uses the Business Process Modelling Notation (BPMN) standard to provide businesses with an easy-to-understand graphical notation of an organisation's internal process. Communicating procedures helps facilitate the understanding of the performance collaborations and business transactions between business units, and ensures the ability to adjust to new circumstances quickly.

In addition, PTA combines other methods by:

- establishing a business process catalogue and process for evaluation compliance of process with agreed standards
- implementing process documentation standards and templates to cement the use of BPM
- incorporating existing templates, tools and methodology for all stakeholders
- providing training on process documentation methodology and standards.

Implementing BPM across an organisation requires a complete solution, which PTA provides through their change management, communication and learning services. Their skilled and experienced consultants work closely with clients to create the most efficient solutions.

PTA is one of the few Australian organisations who are members of the American Productivity & Quality Center (APQC) and has access to the latest range of global benchmarking and best-practice research, metrics and tools.

Mind Exercise 1

CHECK MATE*



A knight is positioned on the centre square of this chessboard. Move the knight to each

W	A	I	L	A
N	E	L	T	A
R	A	Q	P	I
N	C	E	P	A
L	S	E	H	S

square once only, collecting letters to spell out the names of five countries. Each name has five letters.

What are the countries?

PROCESS EXCELLENCE SUMMIT 2013

PTA partners Shannon Trueman and Suzanne Pearson attended the ninth annual Process Excellence (PEX) Summit and Awards in Sydney during July. The PEX Summit was an opportunity to share Business Process Management (BPM) knowledge with other organisations across various industries.

Shannon was a speaker at the summit, and presented PTA's approach on 'The BPM Continuum' to over 60 participants. Shannon focused on the business process management lifecycle, according to stages of an organisation's BPM maturity. Shannon outlined how to communicate the importance of BPM to all stakeholders and to develop an 'elevator pitch' for each type of audience.

She also highlighted the importance of developing a stakeholder matrix to ensure messages remain on track, and to focus stakeholders on what BPM delivers to the organisation. Her presentation focused on the BPM lifecycle, according to the stages of an organisation's BPM maturity, specifically:

- critical considerations of the BPM journey
- key milestones in the process
- lessons learned from other BPM deployments
- success factors.

PTA's approach to BPM is not as a linear process but rather a cyclical journey of three key steps:

1 Emerge—just starting

Businesses in the Emerge phase of their BPM continuum focus on developing and aligning to core strategies, attaining buy-in from key stakeholders and communicating openly with all intended and relevant parties.

2 Establish—on the journey

Building knowledge base, choosing a process classification framework and identifying scope and success measures.

3 Evolve—consolidating and improving

Identifying improvements, measuring success and managing process governance.

Overall, what stood out was the importance of developing a Stakeholder Matrix, an area many organisations do not consider. Unless we engage stakeholders with consistent messages, the outputs are meaningless and stakeholders lose confidence and trust, and adoption of effective BPM is lost.

PTA works with clients to develop an 'elevator pitch' for each type of audience. They then develop a stakeholder matrix to ensure messages remain on track, and to focus stakeholders on the benefits BPM delivers to the organisation.

Mind Exercise 2

BELLISSIMO*



BEAN ___ INCH ___
LAKE ___ SEAR ___
ARKS ___ READ ___
BATH ___

On each row place a letter that can be substituted for the second letter of the word to the left. When completed, an Italian food will be read downwards. What is it?

Mind Exercise 3

ON YOUR BIKE*



A cyclist rides from one town to another. On the first day she covers one fifth of the total distance. The next day she covers one third of what is left. The following day she covers one quarter of the remainder and on the fourth day half of the remaining distance. The cyclist now has 15 miles left. How far has she travelled?

* sourced from www.mensa.org.uk

WHAT'S ON

- September 4** IIBA—Business Analysis Professional Development Day; Melbourne
- September 18—19** Prosci® Enterprise Change Management Boot Camp; Sydney
- September 23—27** ISACA Oceania CACS 2013 Conference; Adelaide
- October 13—16** Australian Institute of Project Management, National Conference; Perth
- October 21—25** APQC's 2013 Process Management Conference; Houston, Texas, USA
- October 20—25** eResearch Australasia Conference 2013; Brisbane
- November 11—15** Building Business Capability —Business Process Forum 2013; Las Vegas, Nevada, USA
- November 19—20** Business Process Management 2013; Cross-Industry Perspectives on Process in Organisations Today; Melbourne
- November 21—22** conVerge13—eLearning Conference; Melbourne

MAKING A DIFFERENCE IN KIDS' LIVES THROUGH ART AND CULTURE

This year marks the 20th anniversary of the annual Artists for Kids Culture (AKC) Art Auction, a fantastic event which raises funds to give children from disadvantaged families the opportunity to experience art, culture and sport that they would otherwise be excluded from.

AKC was started in 1994 by a group of artists who recognised that children living in financially disadvantaged circumstances were also disadvantaged creatively. David Larwill, who sadly passed away in 2011, was one of AKC's founding artists. In his words:

'Putting this together gives a group of artists the satisfaction of helping and empowering these kids. That's why we started it and every year the auction gets better—and that's what we strive for.'

The annual auction continues to receive strong support from leading Australian artists whose works are featured in national and international galleries, and leading private collections both here and overseas. Some of these past and present supporters include David Bromley, Jo Darvall, Emma Davies, Graham Fransella, and Sally Smart—to name a few.

Artist Greg Ades is also one of the founding members of AKC. He recalls a host of success stories such as a young dance student who went on to sign with Disney; and setting up a soccer program for the Prahran Housing Commission flats which helped discover young football talent.

Shannon Trueman and Suzanne Pearson are also extremely passionate about supporting children. When they heard about a young family with twins that was financially unable to send both boys on school camp, they stepped in to help by providing assistance through AKC so both boys were able to attend. With this support, not only were the boys' lives enriched, it also gave them a sense of place in the community.

The AKC Art Auction provides an opportunity for people to purchase a piece of contemporary Australian art that will not only enrich their own lives, but also the lives of many children supported through the program. With price estimates ranging from just \$250 to \$5,000, the auction makes art accessible for everyone.

The event is a fun community day combining the thrill of the auction with live entertainment, as well as the fulfillment that comes from giving back to the community. Artworks can be viewed at Brightspace Gallery, 8 Martin Street, St Kilda from 9-12 October. The auction will be held on 13 October.

For more information visit: www.akc.org.au

WELCOME, DANIEL MULLENS

PTA is pleased to announce the appointment of Daniel Mullens to the leadership team. Daniel will fill the Managing Consultant role and will assist with managing projects and perform quality audits on all engagements. He will liaise with clients to ensure a successful outcome for each and every assignment.

Daniel is a leading consultant with a communications and learning background, including over six years' experience in corporate communications, learning and instructional design, process analysis and business architecture. He has delivered a wide variety of works across government, finance and utilities sectors.

Daniel has a working knowledge of industry guidelines and methodologies—including the American Productivity and Quality Center Process Classification Framework, ISO/IEC 27000 series standards, the Australian Government Information Security Manual, and more—and actively applies best practice principles throughout client engagements.

In addition to holding formal qualifications in Information Technology and Information Systems, Daniel's work is often framed in concepts taken from further studies in language and visual design. This diverse background has enabled him to continuously shift focus, and develop his skill-set since initially joining PTA as a Communication Consultant in June 2010.

With his unique expertise and approachable positive nature, the obvious next step for Daniel is to mentor consultants as his strong operational ethos will deliver results in maintaining business excellence that PTA strives for.

Mind Exercise Solutions

1. Qatar, Spain, Chile, Nepal and Wales. 2. Risotto. 3. 60 miles.



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