

Excellence Canada Virtual Training is Improving Knowledge and Confidence Using Process Tools

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Abstract

In comparing baseline data before Excellence Canada ‘Certificate in Process Management’ (EC CPM) training with post training data, we have found a 191% increase in overall knowledge and Confidence after taking the required courses virtually. All of the 2021 Virtual course participants came in with an overall 27% self-reported “Knowledge and Confidence” rating and finished with an overall 80% self-reported “Knowledge and Confidence” rating with the topics covered in the program.

Keywords: Process Management Training, Process Improvement, Virtual Training Effectiveness, Process Mapping, Measuring key processes, mapping the customer experience, Root Cause Analysis, Fishbone Diagrams and 5 Why analysis, Future State Process Mapping, Process Efficiency, Displaying Data, Charts and Graphs

Before and after every ‘Certificate in Process Management’ cohort in 2021, Excellence Canada surveyed the participants to assess their knowledge and confidence in the subject matter. The participants on average came into the program with a self-assessment baseline rating of 2.7/10. After they completed the program the same participants rated themselves at 8/10. This is a 191% increase in overall knowledge and confidence with the content of the program after attending the modules.

The [Certificate in Process Management](#) is made up of 7 modules.

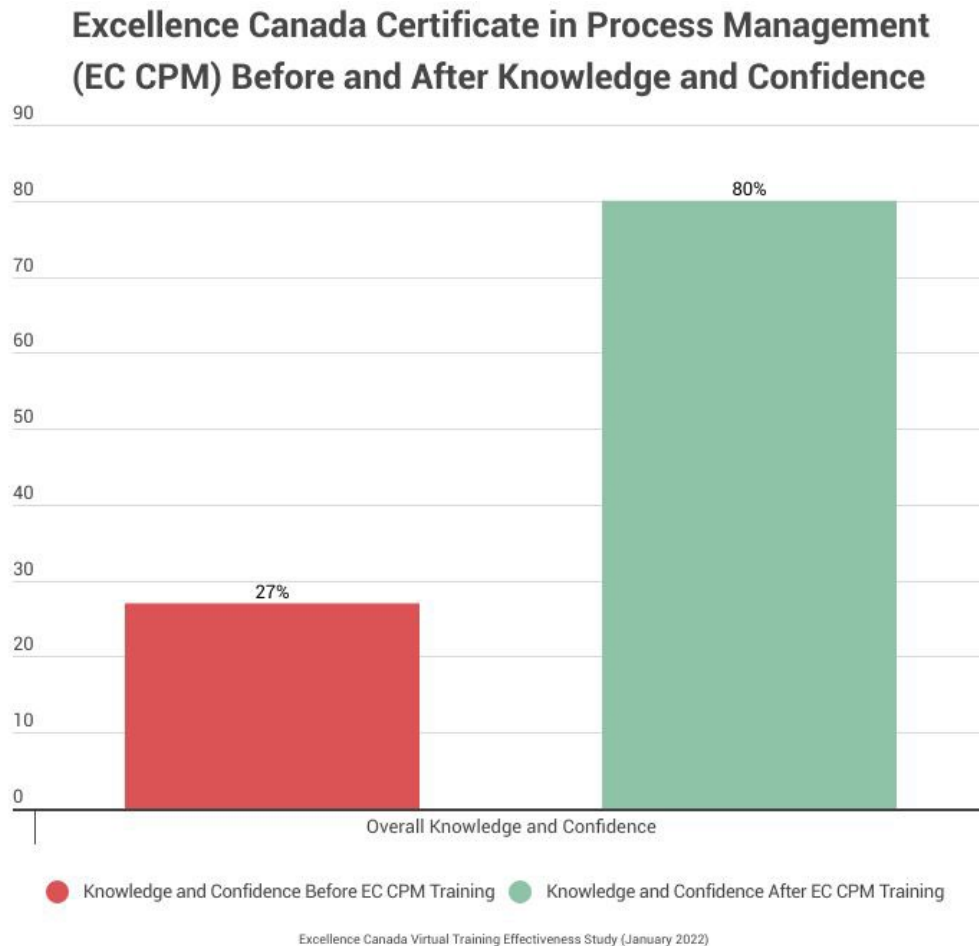
1. [Introduction to Process Management](#)
2. [Current State Process Mapping](#)
3. [Measuring Key Processes and the Customer Experience](#)
4. [Root Cause Analysis](#)
5. [Future State Process Mapping](#)
6. [Displaying Data and Decision Making](#)
7. Process Impact Assignment Presentations

Since March 2020, the program has been running in a 3 hr per module format, with one module every 1-4 weeks, virtually over Zoom. The last module is a chance for participants to present a real improvement example with their “Process Impact Assignment” that is a culmination of the learning process. Ideally, the program is conducted with a cohort of colleagues from the same organization. Public sessions and a self-study, pre-recorded version of the program are also available for individuals who want to take the program without their team.



All of the 2021 Virtual course participants came in with an overall 27% self-reported “Knowledge and Confidence” rating and finished with an overall 80% self-reported “Knowledge and Confidence” rating with the topics covered in the program. (refer to Figure 1)

Figure 1: Overall Knowledge and Confidence Before and After



Each topic within the EC CPM program had a significant increase in knowledge and confidence after the final session. (refer to Figure 2) The topics that had the highest knowledge and confidence after the program were mapping the customer experience, fishbone diagrams and 5 why analysis, and displaying data.

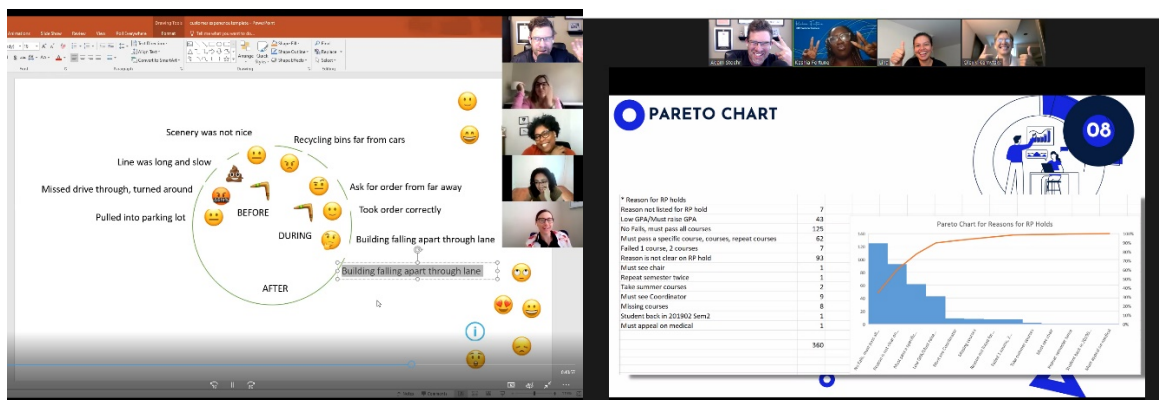


Figure 2: Before and After Knowledge and Confidence by Topic



- 1) Knowledge and Confidence using Fishbone Diagrams and 5 Why analysis (318% increase)
- 2) Knowledge and Confidence of Root Cause Analysis (284% increase)
- 3) Knowledge and Confidence Calculating Process Efficiency (259% increase)

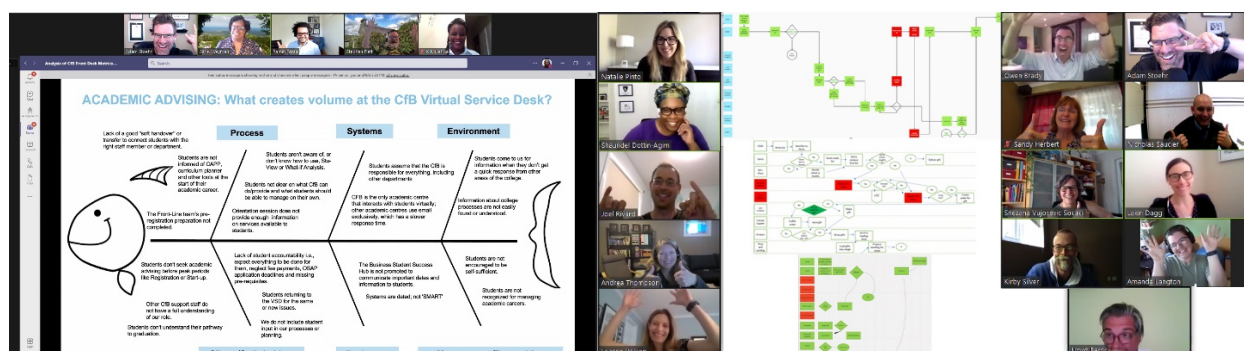


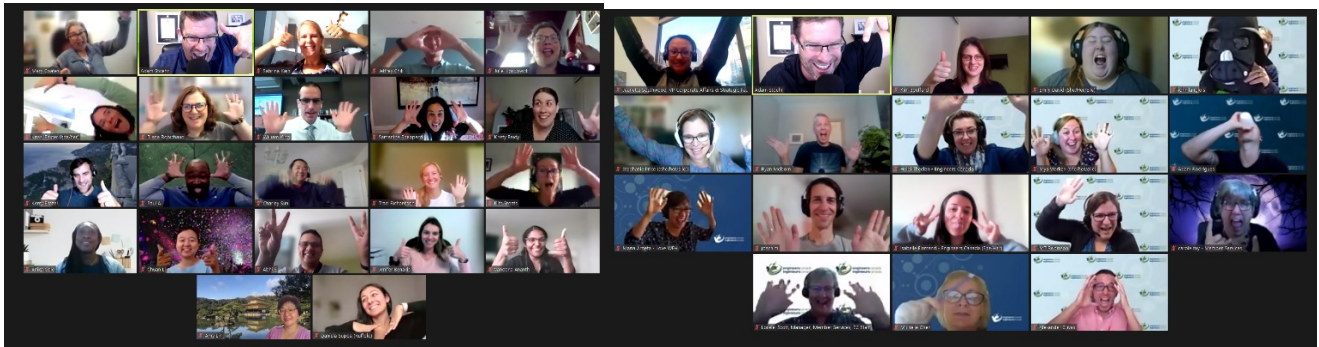
Figure 3: Improvement in Knowledge and Confidence by Topic

In addition to the tremendous knowledge and confidence increases, the feedback on participant experience was very positive.

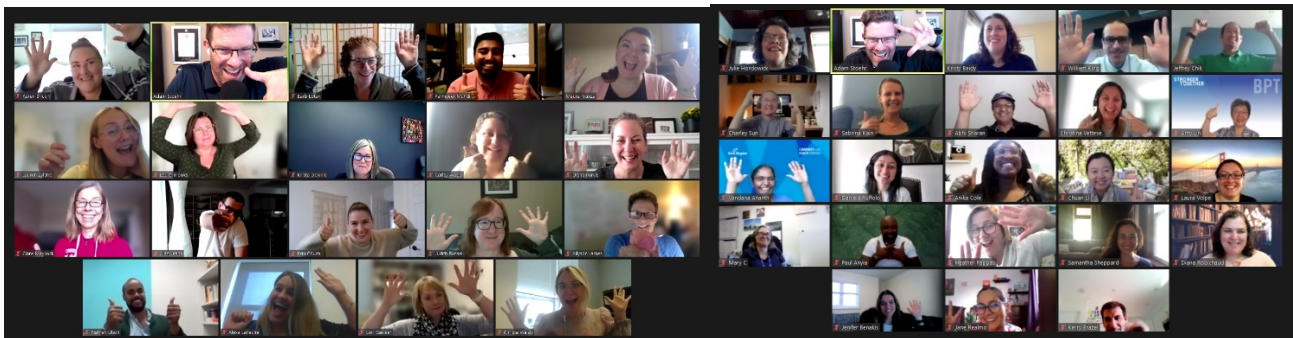
Here are some examples of feedback from some of the recent participants.

- “Today what we saw is a leap forward in our capability for process improvement and also our operational efficiency enhancement. As a result, we are now able to operate at a much higher level.”
- “Our participants have a deeper conceptual understanding of how to analyse their own work. And how to change their own work, and the tools to be used to improve that work.”
- “We now see the application and understanding of important tools. It allows us and equips us to challenge our own assumptions about our work, and approach our work from a different angle.”
- “We also saw great energy and enthusiasm for this.”
- “Thank you for organizing and conducting such great sessions, they are always engaging and lots of fun.”

- “I had reservations at first with the schedule on Friday mornings... But you made it so easy, you’re super engaging, I learned a lot.”
- “Thanks for making this learning fun.”
- “I know for myself, I will definitely be using these tools going forward, through my personal life, and also at work”
- “It was really nice to see us building our team again, since this pandemic, it’s been very challenging to feel connected so this definitely helped us do that.”



<https://www.youtube.com/watch?v=TCCxEV0ES9A&>



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Adam Stoehr is a business excellence strategy expert and employee happiness researcher. He is one of Excellence Canada's primary facilitators and speakers. He is also on the faculty at the DeGroote School of Business, McMaster University. He researches and typically speaks about leadership, strategy, employee happiness, organizational excellence, customer experience, process improvement and all forms of quality management. Connect on LinkedIn <https://www.linkedin.com/in/adamstoehr/> to inquire about this article.