



# WACUBO 2012

## Presenters:

### Leslie D. Porter, SPHR

Leslie has worked in a number of human resource capacities at the University of Arizona since 1990 and has served as President of the local Society of Human Resources Management (SHRM) of Greater Tucson. Leslie has delivered Process Mapping/Process Improvement presentations and workshops for WACUBO, CUPA-HR, University of San Francisco (USF) and University of Alaska-Fairbanks.

### Linda Heffernan, SPHR

Linda recently retired from The University of Arizona after more than twenty years of service directing professional HR units who provided management consulting such as strategic planning, leadership development, organizational assessment and development, team building and policy development & analysis. Linda was instrumental in developing nationally recognized professional development program and continues to consult with organizations.



## Process Mapping

### Salt Lake City, Utah

Thursday June 7, 8:30am – 4:00pm

Friday June 8, 8:30am – 12:00pm

#### Course Description:

Picture this: your baggage arrives at the same destination you do and when you do; your food order comes quickly, complete and hot and your expense check is accurate and timely. You're thinking, not a chance - right? But when process meets good design, anything is possible.

Properly used, process improvement techniques can change your approach to systems management and improve organizational operating costs by eliminating and collapsing process steps, leveraging resources and uncovering the root cause of systematic quality problems. In this budgetary climate, it is more important than ever to be as efficient as possible and do more with less.

In this practical, highly interactive course, you will learn to peel away the layers of organizational structure and focus on activities and processes that are the engine of organizational performance and eliminate non-value-added steps.

#### Learning Objectives:

- Identify core processes and process owners
- Conduct value-added and workflow analysis
- Apply process maps to eliminate system flaws
- Establish meaningful process metrics
- Improve efficiency and customer satisfaction

#### Key Takeaways:

- List of your departments' core processes
- Knowledge and tools for creating a basic process map
- Strategies for mobilizing teams in your organization for process change

#### Who Should Attend:

- Individuals at all levels with a desire to improve performance

# Registration

## Online Course Registration

[www.wacubo.org](http://www.wacubo.org)

Workshop	Member	Non-Member
Process Mapping (6/7-6/8)	\$300	\$330

### Cancellation Policy

Refunds will be given upon written request 30 days prior to program. No refunds will be made after this date. A \$50 cancellation fee applies. Substitutions are allowed at any time at no additional charge.

### Sponsor Contact:

Betsy Beardall

[betsy.beardall@usu.edu](mailto:betsy.beardall@usu.edu)

### Things to do in Salt Lake:

- Visit Park City and 2002 Winter Olympic Venues
- See historic Temple Square and Tabernacle choir rehearsal
- Shop or dine at Salt Lake's brand new City Creek Center; don't forget to see the fountains set to lights and music
- Shop or dine at the open air Gateway Mall

### For those driving

Hotel parking is complimentary

### Transportation from the airport

Shuttle service by Xpress Shuttle - \$8

Taxi ride - approximately \$20

## Little America Hotel

500 South Main Street

Salt Lake City, UT 84101

Tel: 1-800-281-7899

Rooms: \$129/night, rate applicable through May 17  
Hotel Reservations: By phone using contact info above and the group code WACUBO or online using this [link](#)



A smoke-free property, Little America Hotel offers 850 luxurious guestrooms, complimentary in-room Wi-Fi access, down pillows, and other luxury amenities. The 10-acre grounds are beautifully landscaped with fountains, flower gardens, and over 300 trees. Hotel amenities include an indoor and outdoor pool, hot tub, sauna, and fitness center. Little America also offers an excellent Steakhouse, Coffee Shop, and award-winning Holiday Brunch to make dining at Little America a distinct pleasure. Nearby attractions include Utah Jazz basketball, the Utah Symphony Opera, Ballet West, and historic Temple Square, home to the world-renowned Mormon Tabernacle Choir.

WACUBO does not offer CPE credits per se, but many organizations accept WACUBO courses for credit. A CPE self-reporting form to send to your professional organization is available at the WACUBO website.

IF SPECIAL ACCOMMODATIONS ARE REQUIRED, PLEASE ADVISE AT THE TIME OF YOUR REGISTRATION.