



Presented by
Management Forum

Understanding and Improving Business Processes

27 November 2025

This highly focussed course will give you the knowledge and skills to evaluate and optimise your organisations strategies for understanding and improving business processes.



Format:
Live online



CPD:
6 hours for your records



Certificate of
completion

Course overview

Business processes are a way for companies to prevent errors, increase the speed at which employees work and ensure everyone is on target. Often, they have evolved in an unplanned way, to meet changing demands of a marketplace, customers and other stakeholders. Over time they can become inefficient, ineffective and uneconomic. In today's climate it's especially important to make sure business processes are as efficient and effective as possible.

Understanding how work is undertaken and mapping it out clearly is a great way to start evaluating where you and your team could be more efficient and cost effective.

Understanding current business processes and practices is a necessary precursor to document automation and greater efficiencies. By analysing business processes and learning about the stages of a comprehensive review, this course will give you the skills and knowledge to take back to your organisation to start instigating change for the better.

The expert trainer will take you through all the latest best practice and give you the latest tips and techniques to optimise your organisations strategies for understanding and improving business processes. This in turn can bring greater efficiencies across the business, more work satisfaction and a morale boost within your team and the company as a whole.

Benefits of attending

By attending this course you will:

- **Understand** how to capture current legal and management processes
- **Learn** how to analyse current processes and practices
- **Get to grips** with re-designing current processes where required and / or creating completely new ways of working
- **Explore** and learn how to drive and manage change initiatives to ensure all new and updated processes are implemented properly
- **Create** a culture of improvement and efficiency within the team and across your business as a whole

This course works well alongside the change management, project management and writing business cases workshops.

Who should attend?

This course will be of particular interest and help to:

- Managers and leaders in all areas of a business
- Commercial and business development managers
- Business process managers
- In-house lawyers and heads of legal departments

Programme

Introduction

Evaluating existing business processes: tools and techniques

- Strategic alignment
- Process management theory, tools and techniques
- Introductions to:
 - TQM
 - Lean
 - Six Sigma
 - Kaizen

Mapping the process

- Drawing existing process maps with swim lanes
- Knowledge mapping

Collating and analysing data – identifying options for change

- Removing 3 types of 'waste'
- Root cause analysis of problems (5x Whys, fishbone diagrams)

Putting the plan into action

- Creating a continuous improvement culture
- Supporting continuous process improvements through roles, responsibilities and governance
- Process maturity benchmarking
- Common problems

Final questions

Presenter



Helene Russell

Hélène Russell, founder of The Knowledge Business, is a UK solicitor (non-practising) and specialist in Knowledge, Learning and Innovation. After 8 years in practice, primarily in clinical negligence litigation defence, she has worked as a self-employed knowledge management consultant for 13 years. Hélène specialises in practical tools to improve the efficiency and profitability of real-life law firms.

Hélène has extensive experience in business strategy, project management and teaching leadership skills. She runs a popular 'KM Strategy + coaching' course in UK and has written short form and lengthy strategies for a variety of law firms, as well, of course, as writing her own business's strategy. Hélène has spoken at various events, including Ark's KM Legal, Lexpo-18, for UWE, St Andrew's University, BLS and Alice, and chaired international conferences.

She runs a global online KM training and networking group and is a core committee member organising the annual UK Knowledge Mobilisation Conference and Chair of CILIP's Knowledge and Information Management Special Interest Group. Hélène has an executive MBA with distinction (which included a strategy module), and she is the sole author of two textbooks, contributor to five of Ark's multi-author books and is currently contracted to Facet Publishing to write a handbook on KM Strategy.

Course date

27 November 2025

Live online

09:00-17:00 **UK (London)** (UTC+00)

Course code 15046


GBP **499** ~~599~~

EUR **699** ~~839~~


USD **803** ~~959~~


Until 23 Oct

How to book

 **Online:**
ipi.academy/2691

Alternatively contact us to book, or if you have any queries:

 **Email:**
info@ipiacademy.com

 **Phone:**
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Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

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