

Mastering YOUR Business Acumen

Workshops and Breakout Sessions for seeding your success

There are certain skills required to bridge the gap between the business and the supporting organization. As a professional you need to develop your core competencies in hard and soft skills. Leverage a no-nonsense approach to linking the organization and its professionals' business brainpower with bottom-line thinking through mastering your business acumen.

Business Enterprise Analysis Tools and Techniques

While the business world is driven by objectives and strategic requirements, the supporting organizations is driven by specifications, functionality and tactical output. The common thread for each is the need to think with a business enterprise edge. A real challenge exists here: that of the two worlds uniting to meet common business objectives. The solution is to build your Business Enterprise Analysis Tools and Techniques to link the business and the supporting organization.

Facilitating Business Discovery Sessions

The ability to facilitate a requirements session is important whether it is a one-on-one meeting, small group discussion or a large group workshop. Requirements discovery is a fact-finding process. There are many tools, techniques, methods and approaches that can be used. In this workshop participants develop the skills required to effectively facilitate and navigate the requirements discovery session.

Documenting Business Requirements

The ability to capture and document business requirements is crucial. There's specific information that must be documented. It is important to capture the requirements, document the right information, establish the business need and present the information for approval. We provide you a practical hands-on experience in documenting requirements using a seven-point document structure.

Risk Analysis – Leveraging the Matrix

Risk has a significant impact on the business enterprise and the project work that you do. There are aspects of risk analysis that are often overlooked. Understanding the business enterprise risk shortcomings and learning how to identify risks, assess the impacts and probability, and determine the appropriate course of action will positively impact your organizations bottom-line.

Process Levels and the Organization

Organizations seek to understand the business enterprise through business process engineering, models and tools. The business enterprise alignment can be achieved through depicting the business processes and stakeholder's needs using an enterprise level map, SIPOC chart, and relationship, cross-functional and workflow diagrams.

Business Case Life Cycle Fundamentals

The business case is a multi-purpose document that generates support to turn an opportunity into reality. It explains the present environment and problem, the opportunities, impacts and options and provides clear recommendations with the financial impacts analyzed. The complexity of a business case and time taken to prepare it depends on the business problem or initiative. There are standard approaches in developing the business case that need to be addressed to ensure successful completion and that provides decision makers the information required to make sound business decisions that reflect business opportunity.

Customer Service for OUR Business Partners

We live in a world where customer service management is important. Customers want what they value and what is important to them. We need to understand the voice of the customer, where to focus and how to provide satisfaction. Because our world is changing and demands exist on multiple levels to provide effective customer service, it is important to develop the skills and abilities to establish the path to your customer's satisfaction.

Leadership Skills and the Technical Professional

You are a successful technology professional. Great, that is how you built your career. During times of uncertainty, challenge and transition you need to move from technology specialist to leader. That is the reality of being a team or project leader. You must be a communicator, motivator, an enabler of people and teams. Leadership Skills for the Technology Professional provides you with the skills you need in today's business world to go beyond technology to being a leader.

Conflict and You - resolution tactics that work

The intensity of the technology business creates conflict. Conflict is pervasive and inevitable part of our business relationships and can contribute to opportunity to grow and develop our business acumen if we embrace it. It is important that we develop the skills to handle conflicts constructively. It is a matter of shifting our thinking and approach to the conflict around us to achieve long term lasting business and technology relationships.

Staying Balanced in a Noised Filled World

We are limited to the time and constraints in our professional lives. Our business and personal lives require us to do more with less. What is important is how we deal with the stuff that impact's our lives every single day. Our need for balance in this noise filled world continues to expand that is why you need to learn to stay balanced in this noise filled world.

Leveraging Time to Create Productivity

Creating productivity is something that every business technology organization strives to achieve. Many factors impact productivity including personal ability, technology, experience and knowledge of the business at hand. Your ability to leverage time to create productivity has an impact on the ratio of work completed to the time invested. Time in a technology business is like currency so invest it wisely. Consider your time investment and what it takes to create productivity.

Workshop and Breakout Sessions ~ considerations

Who should participate: These programs are designed for the business and technology organization. The supervisor, manager and leader, the project manager, business analysts, the technical analysts, senior support people and those in transition should consider attending.

Programming: Our workshop program format emphasize having the participants engage in a number of activities to reinforce learning including leveraging and engaging others to build their skills. Additional information is available on each program.

Delivery: Most programs are delivered as one day intensives. Programs can be customized and expanded as needed to cover your needs. Topic coverage in 90 minutes breakouts, ½ day, full day and two day formats. Other options are available. info@braveworld.ca

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