

IPD Think Differently Process Transformation Training™

Process Talk/Walk Through Best Practices

A process talk/walk through is a forum to verify the agreed steps of work are in place and to hear pain points and improvement ideas. Here is a check list of the key tasks to help complete this great process review.

- Decide which process and which process steps are included.
- Identify an employee—a process champion—to lead the review. This person leads and is accountable to accomplish the next tasks.
- Identify each person who does the work of the process.
- Find the most up to-date process instructions.
- Create a process review meeting agenda.
- Schedule a one-hour (at minimum) process talk/walk through meeting including audio, camera view, and the ability to share a document.
- Invite everyone to the meeting who does the process work.
- Open the process review meeting by:
 - Identifying purpose, setting a meeting tone of learning and adapting.
 - Identifying the outcomes needed from the process.
 - Displaying the most current process instructions.
- Talk/walk through the current process instructions, with the person doing the work speaking through their steps from the instructions.
- Solve issues and questions that come up—and they will come up.
- Conclude the meeting with an open discussion to determine if the process meets the needed process outcomes.
- Update the work instructions after the meeting to reflect the learnings and the agreed-upon, enhanced process.

Process Champion Quote: *“Our process team can pull together and solve nearly anything within 30 minutes.”*

