

Leadership Development

Operating Processes – How?

1. List all the processes for which your department or ministry is responsible.
2. Identify the “essential” ones – without which your department or ministry could not fulfill its function or achieve its goals.
3. Select no more than 5 to focus on – based on importance, frequency, need for training, etc.
4. Meet with the relevant people to document the processes step by step. Feel free to make improvements as you discuss.
5. Test your processes – can someone unfamiliar with the task get it done successfully using your process steps?



Leadership Development

Dept/Ministry: _____

What We Do

Essential?

<input type="checkbox"/>	_____
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Essential?

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Step-Action Table for _____

Step	Requirement(s)	Action	Expected Result(s)
1			
2			
3			
4			
5			
6			
7			



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Step-Action Table for _____

Step	Requirement(s)	Action	Expected Result(s)

