Running With The Robots

Develop the business skills to be successful in the new world of robotic automation

RPA Business Skills

- analyze
- anticipate
- empathize
- communicate
- organize
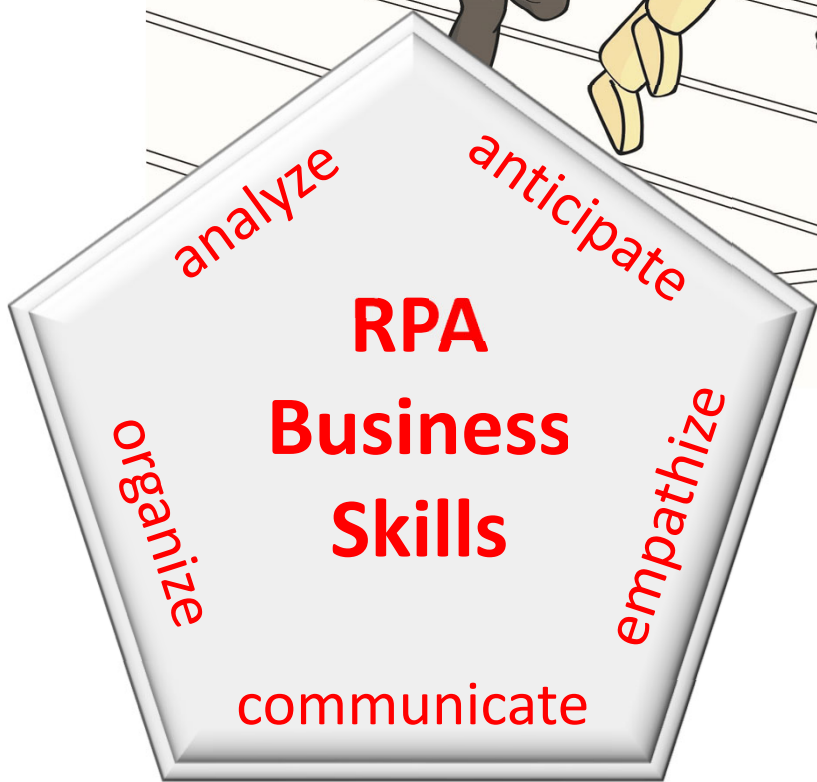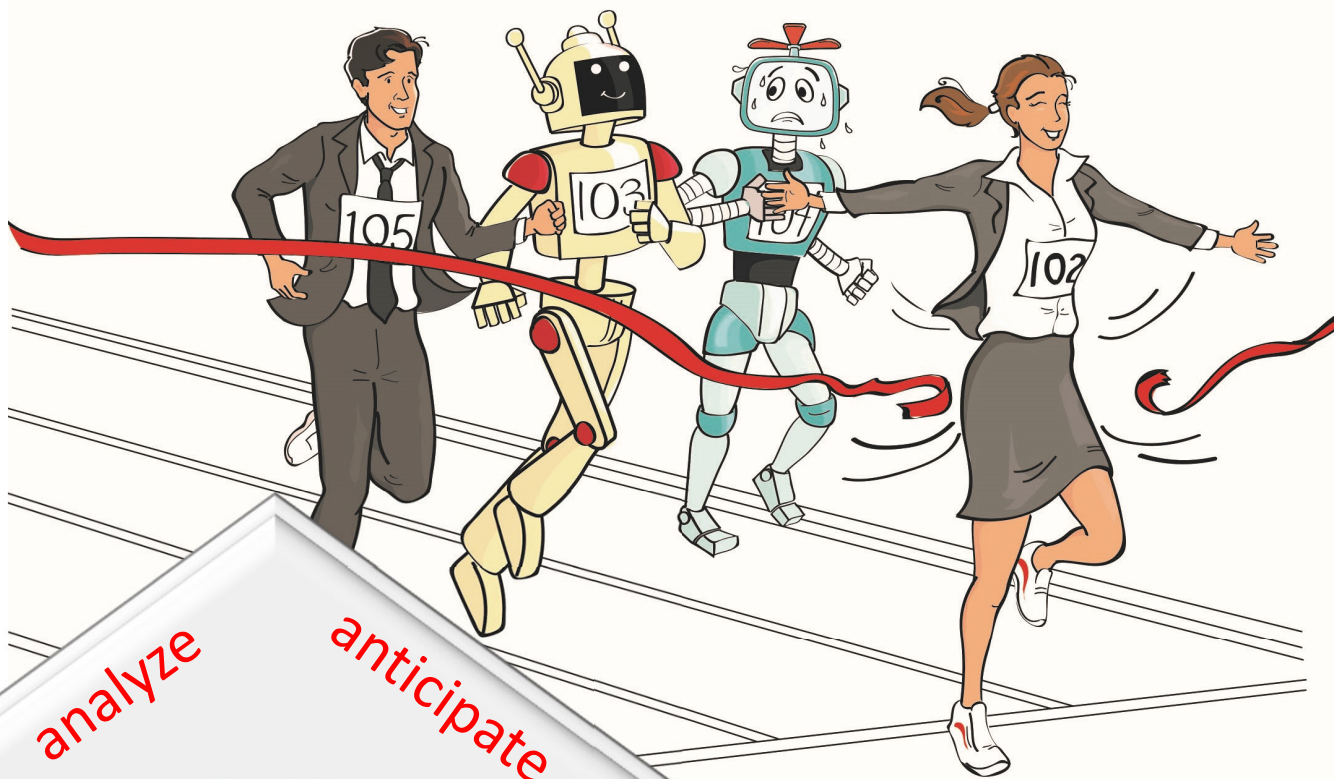
Innovative Training Program

- 360 degree assessment
- onsite workshop session
- videos & animations
- case studies & quizzes
- ongoing coaching

The Way People Work is Changing

Robotic Process Automation (RPA) software is having a profound impact on organizations around the world. Work that was once done manually by humans is now being automated at an ever increasing rate. The result may promise a more efficient operation and even free up people to work on more value added tasks but it's also one where the future role of people is unclear. People who were used to doing a business process may not have the skills to be effective in an environment where robots do much of the processing work. To be successful human workers should not try to do what robotic workers can do but rather develop higher level skills in areas where robots cannot work.

The Running With The Robots development program gives people the skills to be successful in this new world of work. It provides them with a structured but easy to learn approach that elevates them to a higher level of performance. This not only creates rewarding careers but also enables an organization to develop a workforce that gets the most out of an RPA investment.

Running With The Robots Development Program

The Running With The Robots program develops the business skills required by back office employees to be successful in the new work environment of robotic automation. The program begins with an online assessment to obtain a baseline of current skill levels. A full day onsite workshop then utilizes presentations, case studies, videos & quizzes to develop participant competencies in five key areas. A unique aspect of the program is that participants aren't just presented with techniques but are taught a simple to learn but structured approach that they will continue to use long after the workshop has concluded. An optional ongoing coaching stream is also available to refine skills & behaviors.

Assess	Learn	Develop

360° Assessment

Attendees undertake a 360 Degree Assessment involving managers, subordinates & peers to determine current capability for each of the five RPA Business Skills covered in the Workshop.

- Feedback collected through proprietary online survey
- Includes self-assessment & multi-rater feedback
- Ratings compiled without attribution
- Report provided with summary of results and identification of areas of focus prior to attending the onsite workshop

Onsite Workshop

The onsite full day Workshop is conducted at the location of your choosing and is typically suited for 10-40 participants.

The Workshop follows a standard approach for each of the five RPA Business Skills:

- Discuss theory & concepts behind each skill
- Utilize our READY-AIM-FIRE construct to develop Behavior Blueprints that participants will continue to use after the Workshop
- Use the Behavior Blueprints to solve problems presented in a case study
- Consider a personal business challenge and solve using the Behavior Blueprints

Ongoing Coaching

Following the Workshop individuals can be enrolled in an Ongoing Coaching program.

- A personal coaching program is developed for each individual
- One-on-one coaching is undertaken over a 6 month timeframe
- Coaching sessions are undertaken each week to maintain constant improvement
- Sessions are conducted virtually using internet collaboration software
- Real life business issues are reviewed using the frameworks developed in the onsite Workshop

Develop five critical skills to be successful in the new world of robotic automation

Analyze

Robots can follow predefined rules but people need to analyze data and make complex decisions. Learn how to:

- consider the decision making process
- review selected decision making & analysis methods
- identify & prioritize the right decision criteria
- develop a process to make decisions

Anticipate

Robots might be great at doing repetitive tasks but people need to operate in a constantly changing environment. Learn how to:

- consider how 'futurists' make predictions
- review selected futures techniques
- consider the 'real' implications of your objectives
  - develop approaches to manage potential derailers
    - utilize enablers to achieve maximum benefit

Organize

Robots can do the work but people need to be organized to get the most out of a robotic workforce. Learn how to:

- consider organization tools & techniques
- get situations under control
- 'change the game' by reducing the urgency or effort of a task
- organize your robotic workers

RPA Business Skills

analyze anticipate organize empathize communicate
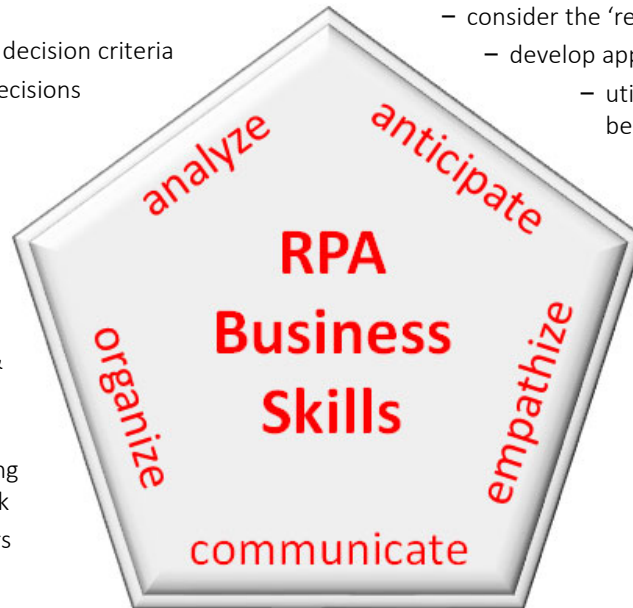
Empathize

Robots can do tasks but people need to understand other people to be truly effective. Learn how to:

- consider the role of emotional intelligence
- assess the personal traits & situation of people before acting
- consider the limitations of robotic workers
- define what you need and develop actions to get what you want

Communicate

Robots might be able to do more work but people need to be able to deliver complex messages to get work done. Learn how to:

- understand that communication is much more than outward verbal expression
- consider the other party before making any communication
- focus on structure to ensure your message is easily understood

Suitable Attendees & Pricing

The Running With The Robots program is designed to improve the business skills of people working in organizations where robotic process automation software has been deployed. The content is suitable for all levels from junior executives through team leads and up to the managers of large departments and shared service centers.

Assess

Learn

Develop

360° Assessment
$100 per assessment

Onsite Workshop
$9,500 per one day workshop plus travel expenses

Ongoing Coaching
$1,000 per month per individual for 6 month program.