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ARCHIVES MANAGEMENT AND WORKFLOW TECHNIQUES TRAINING COURSE

DATE : 25TH TO 29TH SEPTEMBER 2023
VENUE : MIDLAND HOTEL, NAKURU
COST : KSHS 92,500 EXCLUDING VAT PER PERSON
NITA : REG NO. NITA/TRN/916
IHRM : ACCREDITATION NO. C00380

INTRODUCTION

Good record and information management is extremely necessary as it fosters effective business operations and improves efficiency and transparency. The outreach of public sector organisations, in terms of the services they offer, is vast and extends across the public. With this wide scope of operations and service offering, the amount of information collected, stored and used from time to time is huge, and thus, the need for efficient and thorough record maintenance becomes a mandate. Information and records of past years which translates to archives, may be required at any point in time and at short notice, and hence, maintaining the information and records in an easily retrievable form becomes necessary. Good record and information management not only improves efficiency in providing data for reference but also facilitates appropriate, objective decision-making.

This DGMB training course will empower you with an overall understanding and awareness of what constitutes past 'records' and 'information' and what are the factors in archive management. Undertaking this course will enhance your ability to manage archived information more effectively and seamlessly and with least risk. The modules included in this course will enhance your experience and exposure to consider archive management holistically, and predict and safeguard the records of your organisation against all possible risks and threats.

Workflow Management is one of the key topics that every organization must have a good grasp on to thrive in these challenging times. The need to streamline and digitalize our workflows are further being pressured by the customers themselves. The generation shift we are seeing from millennials and digital natives is causing this pressure on how we transact and live. The behaviours are shifting in a way where these generations are more particular on alternative, more convenient ways to do business with various entities. There is indeed an urgency to understand how to effectively set up your workflow management practices in the organization.

Workflow Management helps by promoting clarity to "who's doing what" yet maintaining flexibility for times of change. It also helps simplify the implementation of business processes and as a result, helping us get higher chances of achieving outcomes set for a given business process. One of the critical outputs that we can see in implementing Workflow Management is having a clearer and more streamlined structure of operating.

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The expected outcome can be summarized into three: simpler, faster, and better workflows to help organizations achieve their goals, promote service delivery efficiency, and increase cost savings because of productivity improvement. Lastly, a good workflow management strategy covers disciplines around discovering, designing, delivering, and optimizing.

This DGMB training course will empower you with detailed information and knowledge about Workflow Management and its renewed importance. Through this course, you will not only be able to understand the importance of Workflow Management but will also be capable of playing a role in activities and initiatives related to the Workflow Management plan of your organisation.

OBJECTIVES OF THIS TRAINING

The main objective of this course is to empower participants with:

- Complete information and knowledge of principles and best practices of archive management.
- Necessary awareness, preparedness, and abilities to predict potential threats and devise strategies and steps to protect against these.
- Adequate skill and capabilities to efficiently manage and maintain archives.
- Confidence and ability to drive change from traditional to modern archive management systems and implement electronic archive management systems.
- Required skills and knowledge to work with technologies involved in electronic data maintenance.
- Adequate competency, understanding, and confidence to successfully undertake more roles and responsibilities as part of natural growth and progression within an organisation.
- In-depth understanding and knowledge of Workflow Management and the importance of effective Workflow Management strategies.
- The required skillset and capabilities to not only introduce but also successfully manage workflow technology and automation in the organisation.
- The required skill, knowledge, and perspective to partake in or independently devise an effective Workflow Management strategy for the organisation and successfully implement plans and projects as per this strategy.
- The confidence and ability to measure, track and enhance organisational efficiency and growth through scaled-up adaption of good Workflow Management practices
- The ability and knowledge to evaluate and enhance existing processes, making them faster, more accurate, and leaner.
- The required awareness to choose the best suited Workflow Management method for the organisation to gain maximum benefit out of these.
- The required knowledge, experience, and skill to contribute to increased operational efficiency and cost efficiency for the organisation.

BENEFITS TO YOUR ORGANISATION

Organisations whose employees attend this course will benefit in the following ways:

- A more skilled and trained workforce to help in archive management
- Better management of records and information

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- More advanced and efficient archive management systems
- Reduced risk because of appropriate predictions and necessary securities put in place
- Increased trust of citizens in public organisations because of increased security, greater accountability and improved transparency
- More informed decision making and reference to the rationale behind certain actions and decisions because of readily and easily available past records and information
- A workforce that is more skilled and equipped to manage workflows for the organisation
- Better and more effective Workflow Management strategies addressing the exact requirements and needs of the organisation
- Effective implementation of workflows promoting increased productivity and cost savings
- Increased cost savings because of operational efficiency
- Application of advanced concepts and techniques of Workflow Management in the organisation
- Leaner operations and advanced technology, thereby adding to better productivity and reduced costs
- Better management of various operations resulting in greater customer satisfaction and increased chances of business growth
- Exponential business growth can be achieved as the focus is being shifted from daily work management to business development
- Improved structure and resilience of business functions and roles
- Better business continuity as workflow management helps institutionalize knowledge

BENEFITS TO PARTICIPANTS

Through this course, participants will benefit in the following ways:

- Complete knowledge and understanding of principles and theories around archive management.
- Increased capabilities to streamline archive management by driving change from traditional to modern archive management systems.
- Increased ability to work with advanced technologies and systems to set up and effectively manage electronic archive management systems.
- Better decision-making skills because of awareness of how best to use past records and information available to reach objective conclusions.
- Greater ability to balance between data sharing and data security through effective management systems.
- Increased confidence to undertake additional roles and responsibilities with respect to record and information management and successfully fulfill these, thus establishing one's potential and capabilities for further growth and progression within one's organisation
- More scope and opportunities for professional growth in other organisation's and sectors because of experience and ability to use and manage modern electronic archive management systems.
- A sense of pride and satisfaction by contributing to effective archive maintenance for one's organisation and by providing added security and assured the safety of public information.
- Detailed understanding and knowledge of Workflow Management.

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- Better understanding, awareness, and knowledge of the importance and impact of good Workflow Management practices.
- Enhanced skill and knowledge to devise a Workflow Management strategy and successfully implement it in one's organisation, thus contributing to brand visibility and presence.
- Increased knowledge, capability, and experience to explore lateral career opportunities in workflow management and eventually to business process management/improvement.
- Increased awareness and perspective to choose the most effective Workflow Management approach or method for one's organisation, demonstrating talent and potential and increasing opportunities for one's career growth and progression.
- A sense of pride contributing to the overall growth of the organisation through contributions to operational efficiencies and cost savings.
- Increased understanding and awareness to reduce costs through automation and other techniques for leaner operations.
- Effective decision making and strategic skills to study data and information available and then take the best-suitable decisions.

TARGET GROUP

The target group for this course includes:

- Board members and other senior officials responsible for objective decision making and actions based on past records and information and effective implementation of Workflow Management strategy to aid in more effective decision making.
- Potential investors who would like to be part of an organisation and would share responsibility of maintenance of past records and information available with the organisation.
- Record managers and other public sector officials responsible for handling and managing records for future use.
- Human resource professionals and learning and development trainers responsible for providing the necessary training for awareness as well as up skilling to manage shift to electronic record and information management systems.
- Policymakers are responsible for formulating policies and guidelines around standards and codes of conduct for appropriate record and information management.
- Auditors and compliance experts responsible for ensuring that all standards of security are maintained and adhered to.
- Business administration and operations managers who continuously implement and enhance organisation's workflows to increase operational efficiency and cost savings.
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- End-users of certain Workflow Management platforms who need to know how to best utilise the platform/software to derive the best results.
- Any professional handling records or information as part of his/her job responsibilities or want to pursue a career in Workflow Management or who may want to know more about Workflow Management and its strategies.

OUR TRAINING METHODOLOGY

At DGMB, we have spent a couple of years developing and refining our training approach in this area. Our methodology has several features that will ensure your staff experience a robust and relevant program; one that strengthens team dynamics and the organization deliver improved results. Some of the highlights of our unique approach are:

◆ **Reduced Emphasis on Formal Training**

We base our course designs on the 70:20:10 paradigms. Research indicates that about 70% of what adults learn is through on-the-job experience, 20% through social learning, and 10% through formal training. We present information in ways that engage participants and generate plenty of discussion and sharing of experiences. We also provide individual and group assignments that encourage participants to integrate new concepts into their daily work.

◆ **Practical and Relevant Content**

In assessing and designing customer service and communications skills course, we remembered Hermann Ebbinghaus' famous 'forgetting curve' that shows we forget 50% of learned material within one hour unless it is put into practice. Our needs analysis and instructional design practices produce engaging, real-world learning materials, customized so that participants relate fully with the content.

◆ **Employing the Wisdom of Renowned Management Thinkers**

We employ the wisdom of renowned academics and authors on business and management like Henry Mintzberg who believes that:

- ✓ Management should emphasize teamwork, rather than rely on heroic individualism
- ✓ Effective staff are reflective in the context of taking action
- ✓ Management development works best as social learning in small groups.

◆ **Research-supported Methods**

Our training delivery is always informed by research on adult learning principles and by our experience as organizational development consultants, instructional designers and facilitators. Consequently, we include plenty of opportunities for learners to apply key concepts, using scenarios and simulations, personal action plans, accountability partners, and other techniques. These methods ensure participants retain what they have learned, apply what they have learned quickly, refine their approach, and internalize learning for long-term use.

◆ **Uncommon Focus**

Few training firms follow good design principles consistently because it takes time, sustained focus and clarity. Compared to other strategies and methodologies, DGMB's program will:

- ✓ Help you build strong internal communities
- ✓ Help staff learn more rapidly
- ✓ Build in lasting change through reflection
- ✓ Create working teams that are more cohesive, resilient, and productive

In this we have combined the following training approaches:

- i. Presentations through lecturing, group exercises, demonstrations and group discussions including presentations to enable interactions between the facilitators and the participants and among participants.

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- ii. Discussions on topical issues arising from the various sessions and during the scheduled plenary discussions.
- iii. Citation of real case scenarios to enhance understanding of the core concepts, issues and training strategies
- iv. Role play, games and hands-on exercises
- v. Held plenary sessions to identify way forward

DGMB has deployed modern training aids aimed at making the training more exciting, inspiring and interesting. The teaching aids are numerous and serve different purposes. We used the following teaching aids to be very effective in capturing the imagination of the trainees:

- ✓ Overhead Transparencies (Colored power point slides), Demonstrations and emailed training materials to each participant.

COURSE DURATION

The course duration is **five (5) days** that will run as per our proposed 5-day training programme. The length of the training is adequate to cover the entire course as shown in the timetable below.

TIMETABLE

Find below the programme for this seminar:

DAY ONE	
8:00 am – 8:30 am	Arrival, Registration and Climate Setting
8:30 am – 10:30 am	Overview of Archives Management
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Benefits from managing your archives
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Principles and Concepts of Archives Management
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day One
DAY TWO	
8:00 am – 8:30 am	Arrival, Registration and Recap of Day One
8:30 am – 10:30 am	Policies and Standards related to Archive Management
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Collection Development of Archival Information
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Digital Archives and Preservation
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day Two
DAY THREE	
8:00 am – 8:30 am	Arrival, Registration and Recap of Day Two
8:30 am – 10:30 am	Decisions on long term custody of Archival Information
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Audio-Visual Preservation of Archival Information
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Promoting archives to the Public
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day Three

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DAY FOUR	
8:00 am – 8:30 am	Arrival, Registration and Recap of Day Three
8:30 am – 10:30 am	Definition and Principles in Workflow Management
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 1:00 pm	Defining and Analysing Workflow
1:00 pm – 2:00 pm	Lunch Break
2:00 pm – 4:00 pm	Components and Types of Workflow Management Systems
4:00 pm – 4:15 pm	Coffee/Tea, Wrap Up & End of Day Four
DAY FIVE	
8:00 am – 8:30 am	Arrival, Registration and Recap of Day Four
8:30 am – 10:30 am	Modelling Workflow using Business Process Modelling Notation (BPMN)
10:30 am – 11:00 am	Mid-morning Break and Refreshments
11:00 am – 12:00 pm	Implementing and Automating Workflow
12:00 am – 1:00 pm	The power of Emotional Intelligence
1:00 pm – 2:00 pm	Graduation, Lunch, Wrap Up & End of Training

YOUR INVESTMENT

We shall offer this training at a professional fee of **Kshs 92,500 per person excluding VAT per person** for the entire duration of the course. The course fee includes facilitation, training materials, 2 coffee breaks, buffet lunch and a NITA certified digital Certificate of successful completion of Training. This cost does not cater for transport and accommodation for participants.

ADMINISTRATION DETAILS

Dates: 26th to 30th September 2022

Time: 8:00 a.m. – 5:00 p.m.

Venue: Midland Hotel, Nakuru

Attire: Smart Casual

For enquiries call **David** on: (+254) 722 352 680 **or Rebecca** (+254) 787 352 680.

Email: dgmbfinance@gmail.com or training@dgmbtraining.co.ke

All our courses can be facilitated as Customized In-House Training course or offered online.

Course duration is flexible and the contents can be modified to fit any number of days.

PRE-REQUISITES

No prior training in Archives Management and Workflow Techniques is required.

QUALITY ASSURANCE

DGMB Training Solutions Ltd strives to provide you with the most productive, effective and value for money training experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival.

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TERMS AND CONDITIONS

Disclaimer: All registrations are subject to session availability. All speakers, sessions and prices were confirmed and correct at the time of printing. DGMB Training Solutions Limited reserves the right to change speakers and program details as required in addition to making changes to the schedules, venue or cancel the event altogether. **Privacy notification:** DGMB Training Solutions Limited respects the privacy of individuals, their sponsors, Organizations and acknowledges that the information you provide on registration form is confidential and third parties would not have access to. DGMB Training Solutions Limited collects this information for purposes of processing your registration and providing you information (via email and/ or mail) on upcoming events, specific products and services provided by or associated with DGMB Training Solutions Limited. Kindly register by 5pm, two working days prior to the training to enable us to cater for your course materials and catering requirements. **Notice of withdrawal:** Unless written notice of withdrawal is received before the closing date of the programme, the full fee is still due in the event of non-attendance. However, DGMB Training Solutions Limited accepts replacement(s) or substitution, made in writing, prior to the commencement date of the Seminar. However, no substitution of participant(s) is allowable after the commencement of the training.

CERTIFICATE OF PARTICIPATION

Participants will be awarded certificates after attending this course.

HOW TO PAY

1. Issue Cheques in the name of “DGMB Training Solutions Ltd” or
2. Remit the Training fees via RTGS or Electronic Funds Transfer (EFT) to our Bank, the details are: - Account Name: - DGMB Training Solutions Limited, Bank: Cooperative Bank of Kenya, Branch: City Hall Branch, Nairobi, Account Number: - 01148231039600 and Branch Code: - 11049.
3. Our PIN is P051349463P