

Course Name

Redesigning Work for the Digital Age

Sector Name

Digital Transformation and Innovation

Document Type

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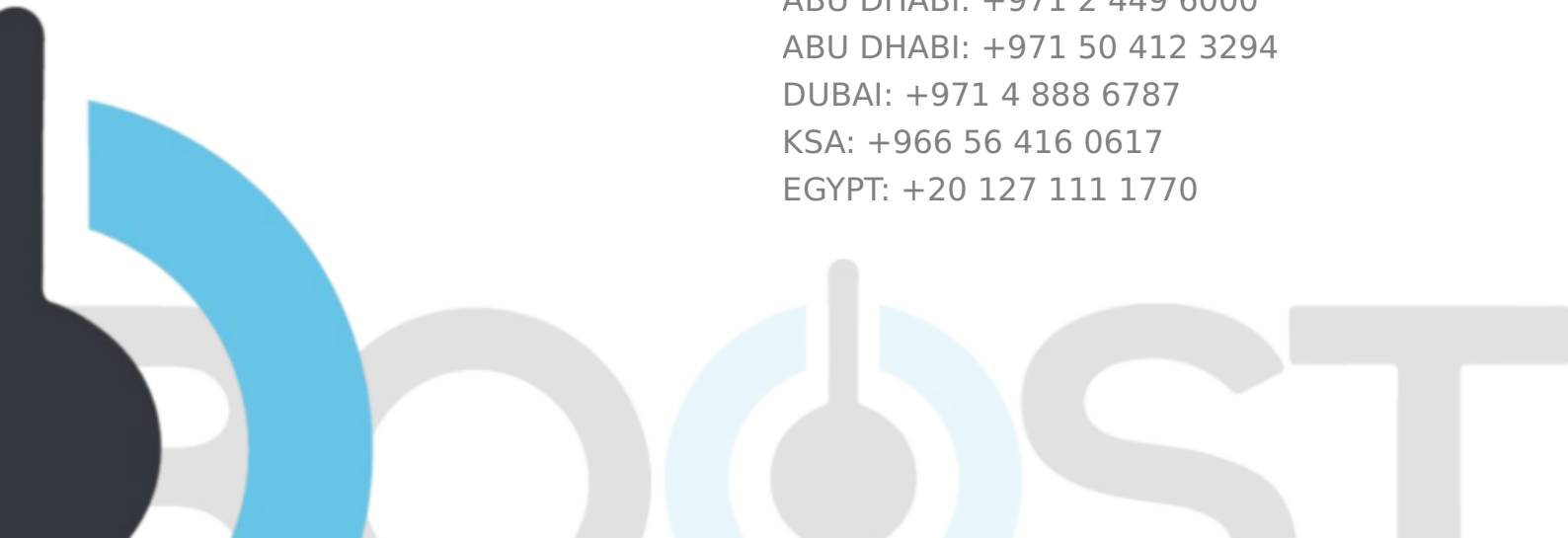
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Redesigning Work for the Digital Age

Course Introduction

Digital transformation delivers limited value when organizations simply transfer existing ways of working into new systems. Inefficient approvals, unnecessary handoffs, duplicated activities, fragmented information, and outdated procedures can remain the same after digitization—only faster or more automated.

Meaningful transformation therefore requires organizations to question how work should be done before deciding how technology should support it.

BOOST Consulting & Training presents **Redesigning Work for the Digital Age** as a practical program focused on rethinking how work flows across people, processes, information, and digital capabilities before introducing technology.

Participants will learn how to diagnose work complexity, challenge unnecessary activities, redesign workflows around value and simplicity, identify appropriate digital enablement opportunities, and test new ways of working before wider implementation.

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Target Audience

This program is designed for Digital Transformation Professionals, Process Improvement Specialists, Operations Managers, and Business Managers involved in redesigning workflows and ways of working.

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Redesigning Work for the Digital Age

Learning Objectives

- ✓ Diagnose complexity, delay, duplication, and friction within existing workflows.
- ✓ Distinguish value-adding work from unnecessary activities and legacy practices.
- ✓ Challenge existing process assumptions before introducing digital solutions.
- ✓ Redesign workflows around simplicity, speed, visibility, and better outcomes.
- ✓ Determine where digital capabilities can meaningfully enable redesigned work.
- ✓ Test proposed workflows before wider implementation.
- ✓ Develop practical transition plans for implementing new digital ways of working.

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Redesigning Work for the Digital Age

Course Outline

✓ DAY 01

Seeing How Work Really Happens

Looking Beyond the Formal Process

- ✓ Distinguishing documented procedures from how work gets done
- ✓ Mapping activities, decisions, information, handoffs, and waiting points
- ✓ Identifying hidden workarounds and dependencies within everyday workflows

Diagnosing Work Friction

- ✓ Detecting delays, duplication, rework, unnecessary approvals, and fragmented information
- ✓ Identifying where employees or customers carry avoidable effort
- ✓ Building a Current-State Work Friction Map

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Course Outline

✓ DAY 02

Challenging the Existing Way of Working

Separating Value from Legacy Activity

- ✓ Identifying activities that directly contribute to required outcomes
- ✓ Questioning steps retained because of habit, structure, or outdated constraints
- ✓ Distinguishing essential controls from unnecessary process complexity

Rethinking the Logic of the Workflow

- ✓ Challenging assumptions about sequence, ownership, location, and timing
- ✓ Exploring opportunities to eliminate, combine, simplify, or reposition activities
- ✓ Defining design principles for a better future workflow

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Course Outline

✓ DAY 03

Designing a Better Way to Work

Building the Future-State Workflow

- ✓ Redesigning work around outcomes rather than departmental boundaries
- ✓ Simplifying decisions, handoffs, information flows, and responsibilities
- ✓ Improving visibility and continuity across the redesigned workflow

Designing Roles Around the New Workflow

- ✓ Clarifying human responsibilities, judgment points, and decision ownership
- ✓ Identifying where collaboration needs to replace functional handoffs
- ✓ Creating a Future-State Workflow Blueprint

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Course Outline

✓ DAY 04

Enabling Redesigned Work Digitally

Matching Technology to the New Workflow

- ✓ Identifying where automation, data, integration, and digital tools can add value
- ✓ Selecting digital enablement according to workflow needs rather than technology appeal
- ✓ Preserving appropriate human judgment where automation adds limited value

Testing the Digitally Enabled Workflow

- ✓ Walking through realistic scenarios using the redesigned process
- ✓ Identifying new bottlenecks, exceptions, risks, and unintended consequences
- ✓ Refining the workflow before committing to wider implementation

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Course Outline

✓ DAY 05

Making the New Way of Working Stick

Moving from Design to Adoption

- ✓ Identifying changes in roles, behaviors, skills, and operating practices
- ✓ Planning the transition from current state to redesigned work
- ✓ Establishing measures for speed, effort, quality, and workflow performance

Digital Work Redesign Challenge

- ✓ Redesigning a complex workplace process through an end-to-end simulation
- ✓ Defending redesign and digital-enablement choices against practical constraints
- ✓ Developing a Digital Work Transition Plan for workplace implementation

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 14, 2026	Dec. 18, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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