What is a process player?

Process players are individuals who, as operators, have expert knowledge and understanding of a process, its constraints, controls and outputs. Process players are key to a process review because they:

- are involved in directly supporting a process
- use the output, so have an interest in a process being successful
- are impacted by the process
- are interested in or enthusiastic about the work of a process improvement project.

Process players will include staff at different grades, and from different parts of the organisation, that ‘touch’ the process in some way. They will have different experiences, knowledge, skills, opinions, ideas and concerns. Process players can promote any recommendations for change across a range of work groups and will provide also the energy to help implement and sustain the change(s).

Process players will be members of the wider team, but also can form part of the core team.

Capabilities of an effective process player

- Has in-depth and detailed knowledge and understanding of the process.
- Is considerate of others’ ideas and concerns.
- Is willing and able to question or challenge assumptions.
- Is open to change.

Hints and Tips

- Choose the type of engagement practice that you feel most comfortable with, but also try out others outside your comfort zone.
- Come prepared to share your thoughts and ideas.
- Reflect on what you do, identifying the things that work and the things that can be improved.
- Ask the obvious questions – sometimes these will generate unexpected answers that lead to improvements or changes not previously discovered or considered.
- Be prepared to engage further after the formal events – if thoughts or ideas come to you in your day to day work, capture them and share them with your peers and line manager.