

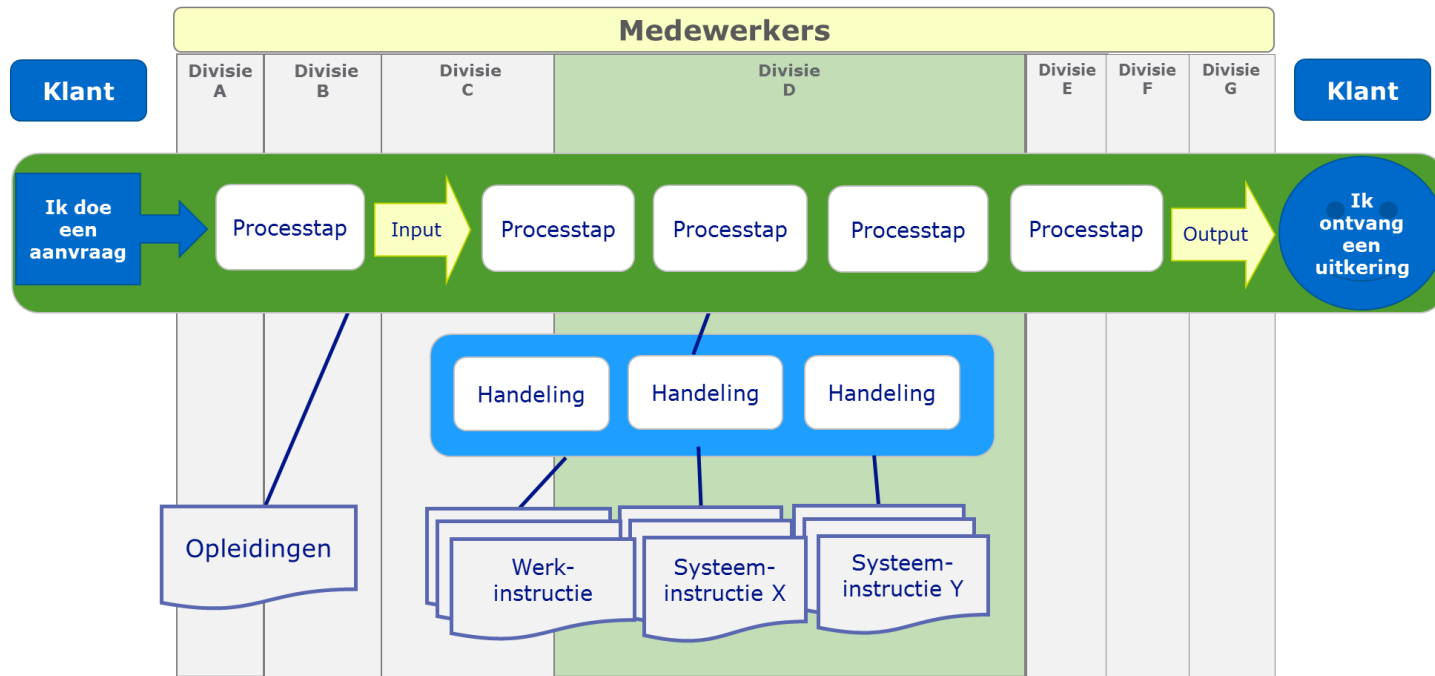
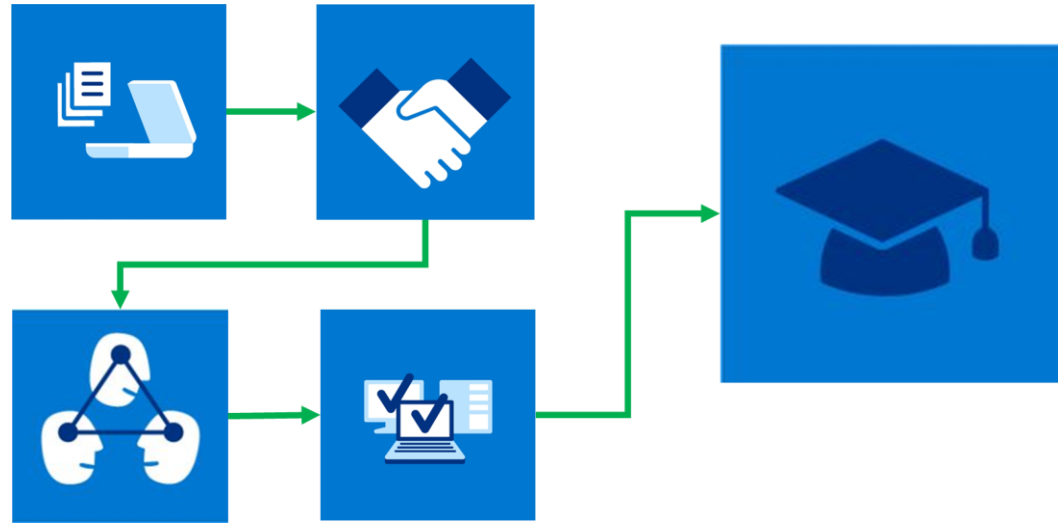


# **Craftmanship at UWV and making the connection as a teacher**

Le Blanc Advies

The BA Achievement Award is organised by





## **Achievement summary**

### **What did you do?**

In my project at UWV we made a large contribution in improving employee craftsmanship and as a result made a difference for the end customer. From a process approach we were successful in taking the employee along in the change that was to be realized. From a common starting point for Business and Information (IV), employees can now demonstrate their knowledge and skills while performing their tasks, because of newly gained insight into the context of their work. This benefits the customer in their service experience of UWV and mutual communication. Also, as a teacher at Le Blanc Advies I try to provide my students with new insights about process structures and practical guidance about how to implement process improvements. In addition to the regular course material I set up a course about BPMN and how to use BPMN effectively when working with processes. My students tell me they really value the practical approach and learn a lot of examples I use from my own experience.

### **Achievement details**

#### **Please explain the details of your initiative.**

Of course UWV as an organization was familiar with processes and some processes were already available for the employee as a reference while doing their job. With this project however, we were able to completely innovate the way employees are facilitated with knowledge about the 'why' and 'how' in doing their work. By providing employees with insight they need about the process chain and understanding their role in the complete picture, the context of how to perform a certain task is made transparent. In this way, employees had no resistance to the project change and felt they were able to perform their tasks in the new situation with new understanding about their role in the process chain. We were able to do this by constantly involving all stakeholders in every phase of the project, and by making every change practical enough to analyze and improve together. By working closely together we could address any resistance immediately and take appropriate action. My role in this was to connect the different stakeholders, to incorporate their interests and to facilitate the employees with the right products to effectively perform their job responsibilities.

## **Key achievement**

### **Why do you think you should receive the award?**

For me, a Business Analyst is supposed to help in enabling change. I noticed I could make a difference by helping the worlds of Business and IT understand each other. I think the way I am able to do this stands out. To involve people and manage to get their support, that's the real challenge. I think a personal touch is essential, and from what I have heard I think the way I connect with people draws attention. As a Business Analyst I talk to my different stakeholders about the need for change, and involve them in how to implement changes. But I am also sensitive to their point of view and always try to serve their interests. Also, as a teacher at Le Blanc Academy I always try to make the connection in theory and personal experience. The things people are most interested in, are the troubles I have had during my work as a Business Analyst and the choices I made dealing with challenging situations. I think it's essential in my work as a Business Analyst and a teacher to be able to show yourself by sometimes making yourself vulnerable and give insight in the way I learned about the different challenges as a business analyst. From my experience, to combine this with delivering a solution in which all stakeholders were involved is the way to together make a difference. I just love to be the connecting factor to enable this change.