

Upskill With APQC

Self-Paced Learning

Certifications

Custom & Group Solutions

Build practical skills in process management, knowledge management, benchmarking, analytics, change leadership, and thought leadership with APQC's 40+ research-based training and certifications; available in self-paced, in-person, and by-request formats.

Self-Paced Courses

Process & Performance Management

- Introduction to Process
- Process Management Essentials
- Process Design Essentials
- Process Framework Essentials
- Designing End-to-End Processes
- Process Analysis Techniques
- Master Planning for Innovation
- Prioritizing and Implementing Process Improvement
- Managing Change

Knowledge Management

- Introduction to Knowledge Management
- Transferring Critical Knowledge
- Knowledge Mapping
- Knowledge Elicitation
- Fundamentals of Content Management
- Embedding Knowledge in the Flow of Work
- Knowledge Sharing: Best Practices to Break Down Barriers

Benchmarking & Measurement

- Introduction to Benchmarking
- Using Benchmarks to Improve Performance
- Establishing Effective Measures and Analytics
- Conducting Benchmarking Projects

Courses By Request

(See Full Catalog Online)

- Process Fundamentals (Boot Camp)
- Knowledge Fundamentals (Boot Camp)
- Developing a Process Management Business Case
- Essential Skills to Map Process and Knowledge
- Evaluating and Improving Process Maturity
- Integrating Process and Knowledge
- Monitoring and Controlling Your Processes
- Process Mapping Techniques
- Risk and Contingency Analysis
- Aligning KM Activities to Business Outcomes
- Assessing Organizational Readiness for Change
- Building a High-Powered KM Strategy
- Create a Value Path for Your KM Approach
- Designing and Sustaining Communities of Practice
- Habits of Effective Knowledge Leaders
- Measuring the Impact of Knowledge Management

AI Courses

- Generative AI for Thought Leadership
- Business Communications & Storytelling in the Age of AI
- Leading Successful Enterprise AI Initiatives

Built for Organizations:

- Self-paced flexible delivery for individuals and teams
- Private group sessions (virtual or in-person)
- Customizable content aligned to your organization's priorities
- Scalable learning paths for enterprise-wide capability building

APQC offers additional live training and certification programs throughout 2026; see the schedule on page 2 for upcoming certifications.



2026 Certification Schedule



Date	Certification	Location
May 4-6	Certified Process Manager	Pittsburgh, PA
May 13-15	Certified Process Manager	Virtual
Jun 3	Certified Thought Leadership Producer	New York, NY
Jun 9-11	Certified Process Manager	Riyadh, SA
Jun 9-11	Certified Process Manager	Minneapolis, MN
Jun 14-16	Certified Knowledge Manager	Riyadh, SA
Jul 13-15	Certified Process Manager	Auckland, New Zealand
Jul 13-15	Certified Knowledge Manager	Auckland, New Zealand
Sept 15	Certified Thought Leadership Producer	Houston, TX
Sep 15-17	Certified Process Manager	Houston, TX
Sep 15-17	Certified Knowledge Manager	Houston, TX
Oct 12-14	Certified Process Manager	Seoul, Korea
Nov 2	Certified Thought Leadership Producer	London, UK
Nov 3-5	Certified Framework Professional	Virtual
Nov 3-5	Certified Knowledge Transfer Manager	Virtual
Dec 1-3	Certified Process Manager	Houston, TX
Dec 1-3	Certified Knowledge Manager	Houston, TX

Why APQC

- 45+ years of benchmarking and best practices research
- Proven methodologies and frameworks
- IACET-accredited courses with CEUs
- Designed for immediate application

To create a custom training for your organization, contact us at elearning@apqc.org today!