



GART CAPOTE

PROCESS & CUSTOMER EXPERIENCE
AUTHOR, SPEAKER, INSTRUCTOR AND CONSULTANT

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Gart Capote is one of the main and most prolific BPM Brazilian authors.

With 6 books already published, and two new ones under development, when searching for knowledge sources in Process Management, Customer Experience and Organizational Innovation, we'll find his works being referenced in public contracts, MBA, masters, and doctoral theses. In addition to being a great theoretical reference, his books present and teach methods with practical guidance to encourage immediate adoption in organizations in many countries of the world.

His books are available on Amazon and rank high in their categories.

In 2021, after translating the book "The Customer Journey" into 3 languages in addition to Portuguese, we will soon have his most recent work published and distributed in Spanish, English, and Deutsch.



International Reference in Management and Process Innovation

Besides being an author, instructor, speaker, and international consultant on topics involving Management and Organizational Innovation, Gart Capote is also a recognized leader when developing professional networks and knowledge movements. In 2008 he conceived and founded the chapter of the Association of Business Process Management in Brazil.

After chairing it for 8 consecutive years, and helping to make ABPMP Brazil the largest chapter in the world, since 2017 Gart Capote is dedicated to the development and expansion of Business Experience Design International Alliance (BXD ia).

BXD ia, which started the movement in Brazil, already has the involvement of hundreds of professionals in "Hubs" with a local presence and oriented towards the multiplication of the Organizational Innovation and Experience Design themes. With his leadership, the awareness about BXD themes has multiplied day by day and is already present in more than 20 countries.



www.BXD-ia.org

Brazil's First Podcast on Process Management

Gart Capote created and published the first Brazilian podcast totally dedicated to the universe of Business Process Management. In the distant year of 2013, the BPM Podcast was born.

Fast forward a few years, after hundreds of hours of recording and many interviews with guest experts, the BPM Podcast expanded its audience and entered the major content aggregators.

Since 2019 the BPM Podcast can be heard on Spotify, Apple Podcasts, and Soundcloud.

For the next year, a major overhaul is planned for the BPM Podcast program. New and wider paths will be built and traversed by Gart Capote in his renewed program. BXD's international network and new episodes with content focused on Organizational Innovation are a fundamental part of the desired and necessary scope expansion.



Lectures, Courses and Workshops

Gart Capote has already spoken in dozens of organizations in Brazil, Angola, and Portugal.

In addition to lectures on Processes Management and Customer Experience, he also holds practical workshops with the aim of raising awareness about the themes through practical experimentation.

When customers need it, Gart Capote develops and applies hybrid training, comprising online events, face-to-face events, and practical refinement and specialization workshops.

Accordingly to the approach in his books, in his lectures and workshops, the main message is always accompanied by guidance and, when it's possible, with collaborative exercises involving the participants.

So far, over 4500 students have already participated in their classes of professional training courses in BPM and Customer Journey. In terms of viewers of his in-person events, and before the pandemic, tens of thousands of people in Brazil's main cities have already attended his lectures in the last 10 years.

See on the next page some reference clients for lectures, courses, and practical workshops with Gart Capote.

Reference Customers



Contacts and Hiring

Our business has more than 15 years up and running, and we have all the qualifications and legal certificates to provide courses, training, lectures, and consulting services, both for public agencies and for private companies.

To receive more details, please contact us by email contato@gartcapote.com

When contacting us, take the opportunity to describe the type of event, the planned/desired date, the number of participants, and other relevant details for the best setup of proposal and pricing.

If you prefer, use the contact form available at www.GartCapote.com
We will respond as soon as possible.

See you soon!

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