



Performance Measurement

On-Site Training and Facilitation Services

For more information, visit
www.PerformanceWeb.org

Benefits of On-Site Training

The Performance Institute's proven consulting methodology is the ideal vehicle to ensure that employees receive the maximum impact from your training investment. Our experts will work with you to create a customized learning program that meets your needs and delivers immediate results.

- ✓ **Maximize Your Training Dollars**

As training budgets trend downward, minimize travel expenses and other direct costs by utilizing the Institute's on-site training programs and host at your preferred location.

- ✓ **Apply Concepts Immediately to Your Work**

Draw from your own program challenges by integrating specific examples or projects to use throughout the course.

- ✓ **Craft a Customized Training Solution**

Identify and customize a training solution that meets your unique organizational needs to enhance learning outcomes.



Customer Learning and Professional Services

One of the more popular vehicles for accessing the Institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in-house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. Whether you require training for a small group or for an organizational-wide initiative, the advanced learning methods employed by The Performance Institute will create an intimate training atmosphere that maximizes knowledge transfer to enhance the talent within your organization.

We realize that not all obstacles can be overcome by applying an "off-the-shelf solution". While many training providers will offer you some variation of their standard training, The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your exact areas of need. The identification of real life examples will create a learning atmosphere that resonates with participants while at the same time providing immediate return on your training investment.

Using interactive exercises that employ actual projects or scenarios from your organization, instructors can address specific challenges and align the curriculum of each session to your objectives. While the majority of on-site trainings are focused on smaller groups, The Performance Institute also has the ability to accommodate organizational-wide training initiatives. Utilizing multiple instructors, The Institute has the capacity to deliver courses to groups of up to 300 participants per day.



Why The Performance Institute

Called “the leading think tank in performance measurement for government” on OMB’s ExpectMore.gov site, The Performance Institute has been a leader in Performance Management Training and Policy since the 2000 Transition. As part of the Performance Coalition, a group of good government associations, the Institute worked in 2000 to deliver recommendations to the then-new Administration on the Management Agenda. In 2008, the Institute led the Transitions in Governance Project, and provided recommendations for the future of performance management to the Obama Administration.

The Performance Institute has published several research reports regarding performance management Initiatives, and trains over 10,000 government managers a year on performance-based topics. Dedicated to improving citizen services and taxpayer transparency, the Institute uses a best practices foundation to deliver the most effective and tested methodologies for improving performance.

The Performance Institute is dedicated to institutionalizing performance management in government, and can help you drive and deliver excellence to your employees, stakeholders and the taxpayers.

Learn more at
www.PerformanceWeb.org

Performance measurement is an indispensable part of any organization that wants to see results. By bringing this course on-site to your organization The Performance Institute will provide you with the resources to develop or revise meaningful performance measures. Our hands-on facilitation services will provide you with the opportunity to systematically create performance measures that are meaningful and relevant to your organization by conducting a top-down, bottom-up review of your current measures and metrics.

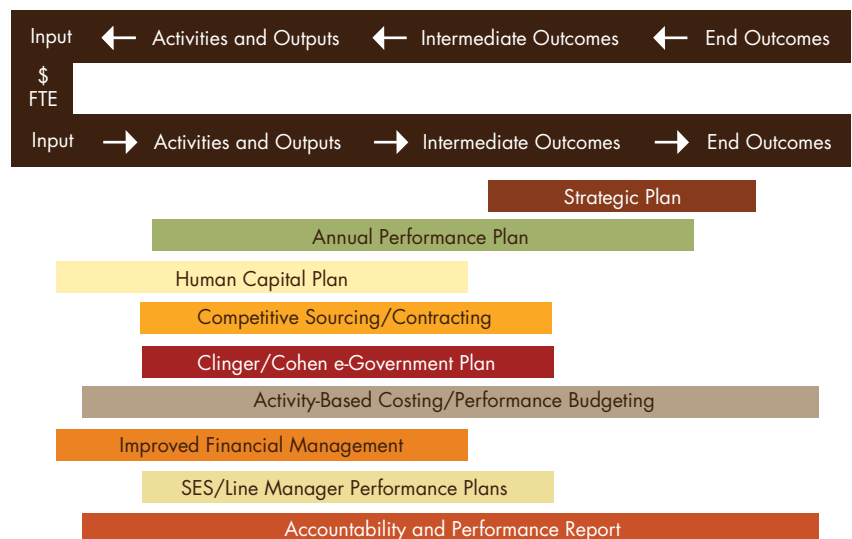
Course Objectives

- ✓ Learn how to use organizational goals and objectives to develop appropriate performance measures
- ✓ Design effective performance measures to implement your organization's goals and strategies
- ✓ Link performance measures to a variety of management processes
- ✓ Develop a performance management framework that drives results

Key Methodologies Covered

The key methodology used throughout the performance measurement training is the **Government Performance Logic Model and the Logic Model "V"**. Both logic models allow for a top down approach that allow you to focus on developing performance goals and measures that are in alignment with the organizations long term mission and objectives. These tools are especially useful to policy-driven organizations because they help bridge the gap between headquarters and program management by illustrating the linkage between program capabilities, resources, end-outputs and agency goals.

Government Performance Logic Model



Course Modules

Module 1: Measure Performance for Results

- Understand why you should measure performance in your agency
- Implement the four criteria of effective performance measurements systems
- Illustrate the linkages between daily activities and outcomes

Module 2: Identify Characteristics of Effective Performance Management Systems

- Understand the 8 critical success factors for effective performance management systems
- Increase data availability and make sure the data is readily accessible
- Manage and analyze data in a uniform and consistent manner

Module 3: Understand Logic Models

- Define the relationship between outcomes, measures, activities, outputs and inputs
- Develop a framework and a process for planning, management and evaluation
- Provide a structure for understanding the situation that drives the need for an initiative

Module 4: Identify Outcomes and Intermediate Outcomes

- Develop end outcomes that are grounded in mission and statute and that assess progress toward strategic goals
- Measure only the things you can count rather than things that are strategically important
- Use the SMART framework to develop effective outcomes

Module 5: Develop Measures and Metrics

- Create meaningful measures useful for decision makers and other stakeholders
- Develop clear measures that tells your departments story
- Create relevant measures that do not become obsolete too early

Module 6: Narrow Cast and Target Performance Measures

- Set targets for your chosen measures
- Establish desired results within a specific timeframe
- Understand the four attributes of a quality target

Module 7: Manage through Measures

- Use measures to manage and motivate employees
- Manage your budget based on performance measures
- Learn how to use your measures to communication performance information

Why Measure?

- ✓ To Plan?
- ✓ To Comply?
- ✓ To Manage?
- ✓ To Optimize?
- ✓ To Innovate?

... by bringing this course on-site and developing or revising appropriate performance measures you will be able to strategize, communicate, motivate and manage performance in your office!

Additional On-Site Offerings



Strategic Planning

- Learn to Connect Strategic Planning Efforts with Performance Results
- Identify Seven Strategic Elements for Building Results Oriented Agencies
- Create Measurable Outcomes that Align with Your Agencies Mission
- Develop Results-Oriented Strategies to Achieve Departmental Outcomes
- Conduct an Organizational Readiness Assessment to Target Barriers to Change



Project Management & PMP® Exam Preparation

- Improve Project Planning and Management
- Measure and Report Project Performance
- Reduce Project Failure Rates
- Gain Valuable Tips to help Prepare for the Exam
- Navigate Process Groups and Knowledge Areas of The PMBOK®
- Reduce Project Failure Rates



Workforce Management

- Plan for the Future of Workforce of Your Agency
- Tie Leadership Development, Succession Planning and Workforce Planning to Your Agency's Mission
- Understand the Latest Human Capital Challenges and Mandates
- Provide Continuity of Leadership by Identifying Potential Candidates for Critical Senior Management Positions
- Forecast Skills Gap and Attrition in Management Ranks



Lean Six Sigma

Lean and Six Sigma are often integrated to provide a comprehensive toolset for organizations to solve problems and improve process performance. The different levels of Lean Six Sigma offered are:

- Deployment
- Champion
- White Belt
- Yellow Belt
- Green belt
- Black Belt
- Master Black Belt
- Lean Tools



Administrative Management

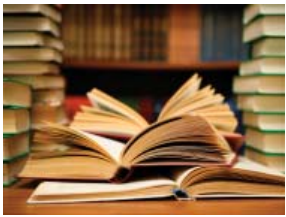
- Build a Professional Development Plan to Advance Your Career
- Utilize Leadership and Team Building Techniques
- Understand How to Manage Conflict and Negotiation
- Implement Techniques to Prioritize Your Workload and Time in a Chaotic Environment
- Learn Strategies for Identifying and Removing Obstacles to Change in Order to be Seen as an Office and Team Leader

Performance Institute Accreditations



For more information, contact Mark Bryan
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The Performance Institute's non-partisan, evidence-based analysis has made it the "go-to" group on government management improvement issues.



Research



National Conferences



Training



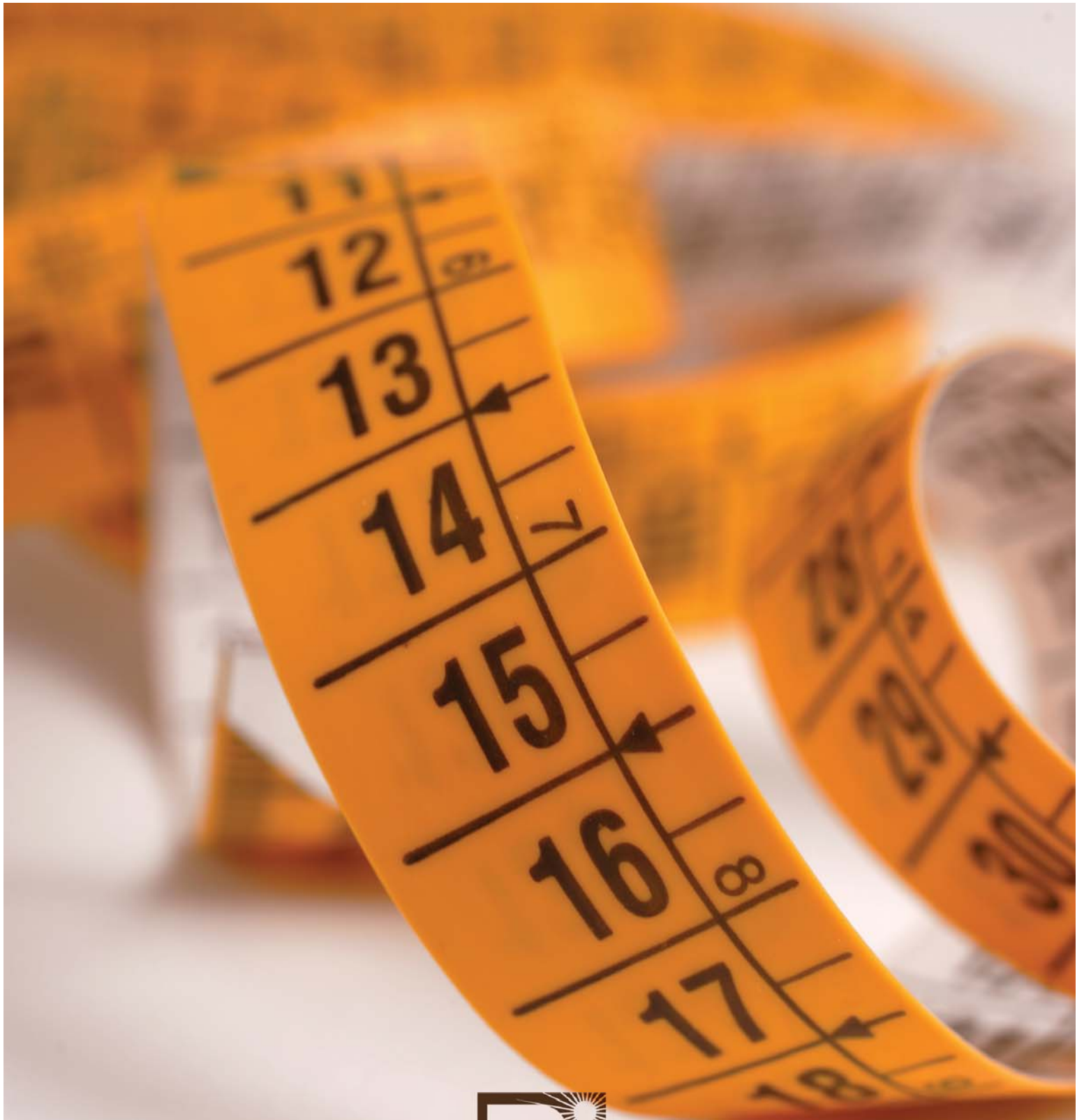
Certification



Policy Forums



Consulting



The Performance Institute

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