



# Workforce Management

On-Site Training and Facilitation Services

For more information, visit  
[www.PerformanceWeb.org](http://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, The Performance Institute has been a leader in Performance Management training and policy since the 2000 administration transition. As part of the Government Performance Coalition, a group of good government organizations, the Institute worked in 2000 to deliver recommendations to the then new administration on what would become the President’s Management Agenda.

In 2009, the Institute is leading Innovations in Government: From Transition to Transformation, or InnoGOV.org, a collection of forums, research and recommendations to bring insight and transformation to the federal government. The goal of InnoGOV.org is to centralize the importance of performance, accountability and transparency in government and to disseminate the leading best practices to government managers.

The Performance Institute has published several white papers and research reports on performance management initiatives and trains over 10,000 government managers a year. 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 and stakeholders.

Learn more at  
[www.PerformanceWeb.org](http://www.PerformanceWeb.org)

In recent years, federal, state and local government agencies have dealt with a decreased workforce, tighter budget restrictions and significant knowledge gaps. As a result, The Institute's human resource professionals have created human capital management programs that are designed to fix the issues that have been plaguing the government workforce. Over time, most human capital specialists have acknowledged that they are now facing an even bigger crisis: effectively transitioning their human capital plans into action.

By bringing this course or facilitation on-site to your organization, The Performance Institute will help you overcome the workforce issues that affect your office. We can help you build and implement a human capital plan, measure the performance of your HR department or identify mission critical positions and potential candidates to ensure the sustainability of your agency's workforce.

## Course Objectives

- ✓ Develop a system to continually assess and improve human capital and workforce planning
- ✓ Engage strategically your entire workforce
- ✓ Address mission critical occupations and competencies
- ✓ Understand knowledge transfer tools and techniques
- ✓ Identify innovative initiatives and benchmarks for your organization

## Key Methodologies Covered: Human Capital Framework



## Course Modules

### Module 1: Human Capital Planning

- Learn how to develop and sustain an organization climate that supports workforce excellence
- Assess organizational readiness and identify your current critical human capital needs
- Align your human capital plan with your organization's mission and goals
- Define the roles and responsibilities for key stakeholders to ensure implementation occurs

### Module 2: Recruitment and Retention

- Develop an effective on-boarding process to transfer knowledge and invest in employees
- Identify effective probationary strategies that promote individual and organizational success
- Learn the characteristics of learning organizations and identify a model that delivers ROI for your office
- Clarify technical and behavioral employee competencies

### Module 3: Manage and Measure Performance

- Develop meaningful human resource performance metrics and targets
- Learn how to measure if the HR function is advancing and supporting the mission of your organization
- Apply a standardized methodology for defining your HR measures and collecting the data
- Identify innovative initiatives and benchmarks for the HR function

### Module 4: Succession Planning


- Ensure business continuity by building a succession plan that focuses on knowledge management
- Forecast future workforce requirements for key staff
- Evaluate your bench strength and identify high performers
- Create a roadmap for executing a plan to close the gap between the current capability and the future needs

### Module 5: Employee Development

- Apply proven development competency models that impact organizational performance
- Effectively develop individuals, teams and managers within your organization
- Engage your entire workforce to enhance organizational performance and increase productivity
- Create a development plan where employees share in the decision making process and understand their role in success

### Module 6: Employee Evaluations

- Identify effective components in performance appraisal systems
- Develop an appraisal system that aligns employee performance to organizational mission and differentiates between high and low performance
- Create clear, concise and measurable statements
- Create individual development plans to identify short term goals, mid-term goals and long-term career goals



## Changes in Human Capital Management

- ✓ Aging workforce
- ✓ Changing demographics
- ✓ Leadership development
- ✓ Results-based planning
- ✓ Increasing globalization
- ✓ Diversity in the workforce

... bringing this course on-site will allow you and your organization to attract, develop, motivate and retain a diverse and highly productive workforce.

# Additional On-Site Offerings



## Performance Measurement

- Design Effective Performance measures to Implement Your Organization's Goals and Vision
- Develop a Performance Management System in Government to Drive Results
- Link Performance measures to a Variety of Management Processes
- Learn how to Use Organizational Goals and Objectives to Develop Appropriate Performance Measures
- Understand why You Should Measure Performance in Your Agency



## 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



## 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



## 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

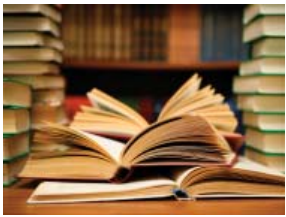
- Build a Professional Development Plan to Advance Your Career
- Utilize Leadership and Team Building Techniques
- Understand How to Manage Conflict and Negotiation
- Implement Techniques to Prioritize Your Workload and Time in a Chaotic Environment
- Learn Strategies for Identifying and Removing Obstacles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



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The Performance Institute

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