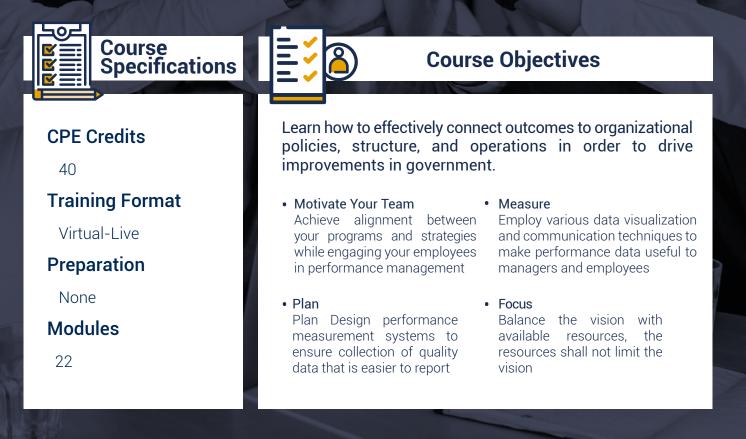


# **Government Performance Manager Certification**

## **Associate Level**

With the Associate Certified Government Performance Manager (CGPM) program, you will acquire the skills and tools needed to make you the lead performance management resource for your organization.



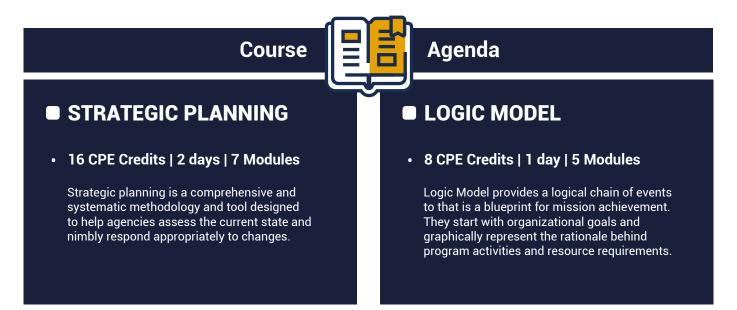




## Build the foundation for performance measurement and management in your organization

The Associate level includes a full-week program that encompasses Strategic Planning, Logic Model and Developing Performance Measures with a total of 40 CPE Credits.

Once you complete these courses, you will take the 50-question test and upon successful completion, you will be awarded your Government Performance Manager Associate Certification.



## Developing Performance Measures

#### 16 CPE Credits | 2 days | 10 Modules

Build a solid foundation for performance measurement and management across Federal, State, and Local
organizations. Attendees will learn how to effectively connect outcomes to organizational policies, structure,
and operations.





# **Strategic Planning**

Balance the vision with available resources



## Course Specifications

#### **CPE Credits**

16

#### **Training Format**

Virtual-Live

#### Preparation

None

#### Modules

7



## **Course Objectives**

Strategic planning is a comprehensive and systematic methodology and tool designed to help agencies assess the current state and to nimbly respond appropriately to changes.

- Strategic planning is a comprehensive and systematic methodology and tool designed to help agencies assess the current state and to nimbly respond appropriately to changes.
- While it is important to balance the vision with available resources, **the resources shall not limit the vision**.
- With a focus on a transparent future state, Strategic Planning increases effectiveness, develops, understanding and consensus on strategies and objectives for achieving that mission.
- The organization objectives for a strategic plan will help determine how the resources available can be tied to the future goals.







## Age<u>nda</u>

## MODULE 1

#### Connect Strategic Planning and Organizational Results

- Discover why traditional strategic planning
  processes often fall short of delivering results
- Identify the characteristics and requirements of successful strategic plans, planning processes and implementation
- Receive updates on the latest government performance mandates

## MODULE 3

#### Design and Evaluate Strategic Framework for enhanced Goal Achievement

- Assess Stakeholder Involvement
- Use a variety of environmental analysis techniques to analyze internal and external factors
- Solicit stakeholder input for your strategic planning process
- Identify all parties impacted by adopting new strategies and define a way to engage stakeholders

## MODULE 5

#### **Design Outcome-Focused Strategies**

- Develop results-oriented strategies and objectives to achieve outcomes
- Identify effective, efficient strategies aligned to achieve outcomes
- Create intermediate outcomes for tracking near-term progress

## MODULE 2

#### Identify the Strategic Elements of Results-Oriented Agencies

- Establish clear linkages to provide a visible chain of evidence to current agency value
- Measure the importance and relative impact of agency strategies
- Clearly communicate agency priorities and goals to all stakeholders

## MODULE 4

#### Develop Results-Oriented Outcomes to Understand Your Program's Mission

- Identify long-term goals
- Align goals to mission and customer values
- Measure the importance and relative impact of agency outcomes

## MODULE 6

#### **Align Program Activities and Resources**

- Evaluate program activities based on strategic objectives
- Allocate resources based on outcome goals
- Eliminate barriers that must be overcome to achieve outcome goals

## MODULE 7

#### Develop Results-Oriented Outcomes to Understand Your Program's Mission

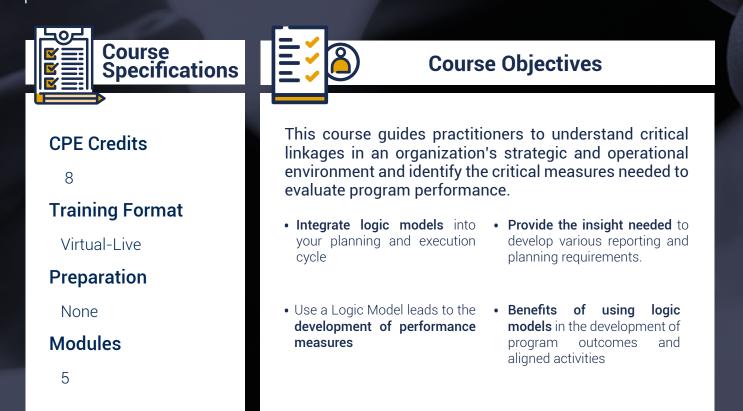
- Conduct an organizational readiness assessment to target barriers to change
- Define role for and appoint an external performance advisory panel
- Appoint initiative owners to keep strategic initiatives on track





## **Logic Model**

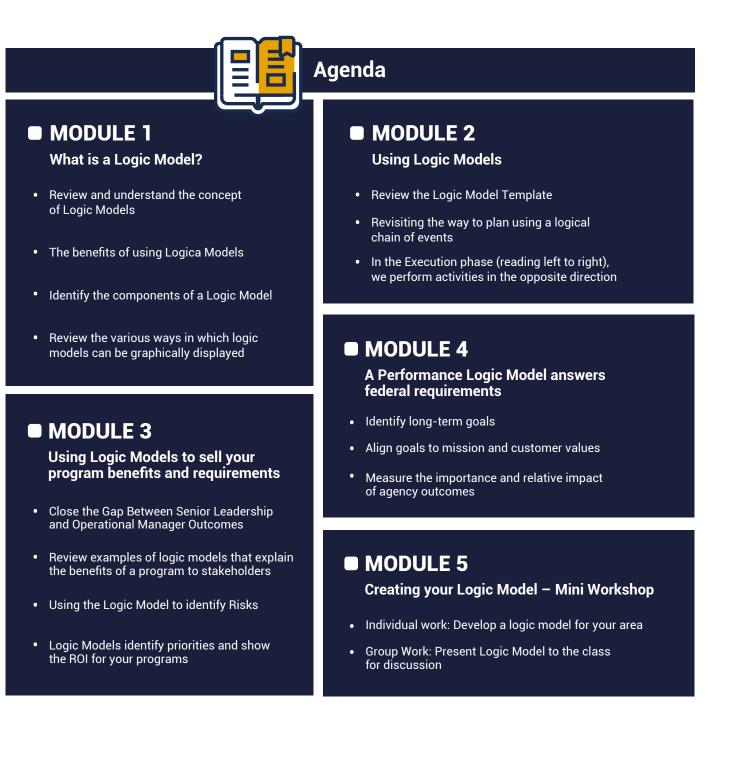
Logic Model provides a logical chain of events to that is a blueprint for mission achievement. They start with organizational goals and graphically represent the rationale behind program activities and resource requirements. Using Logic Models will integrate the various program activities into a cohesive whole, that can be used as a tool for planning, program management, and evaluation.







## Integrating Logic Model into your programs will facilitate the identification and development of discrete outcomes to help your organization define and communicate your programs.







# Developing Performance Measures

This course guides practitioners to understand critical linkages in an organization's strategic and operational environment and identify the critical measures needed to evaluate program performance.



### Course Specifications

#### **CPE Credits**

16

#### **Training Format**

Virtual-Live

#### Preparation

None

#### Modules

6



## **Course Objectives**

With the Developing Performance Measures Course attendees will learn how to define and utilize the right measures in their management program. They will learn how to use tools and processes such as fishbone, SIPOC, and others to identify the measures that are important to their programs. This will provide leaders with the information they need to address the Evidence Act and GPRAMA needs.

- Integrate logic models into your planning and execution cycle
- Use a Logic Model leads to the development of performance measures
- **Provide the insight needed** to develop various reporting and planning requirements.
- Benefits of using logic models in the development of program outcomes and aligned activities





## Developing quality performance measures is more than tracking expenditures and project timing.

### MODULE 1

#### **Measuring Performance for Results**

- Performance Measurement is not about Mandates, it's about Management
- Long-term Move to Performance
- Why Measure?
- Types of Measures
- Performance Measurement is a Culture Shift

### MODULE 3

#### **Developing Measurable Outcomes**

- Identifying End Outcomes
- Intermediate Outcomes Target
- Changes in Attitudes, Behaviors, or Conditions to Achieve End Outcomes
- Performance Measures Definition
- Developing Measures Checklist

## Agenda

### MODULE 2

#### Identifying Characteristics of Effective Performance Management Systems

- Effective Performance Management Systems
- Measuring Your Performance Management System
- Checklist for Effective Performance Management System

### MODULE 4

#### Seven Steps to Using a Performance Logic Model to identify Performance Measures

- Building a Performance Logic Model
- Separating Activities from Outputs
- The "SMART" Criteria for Performance Measures
- Performance Measure Selection Criteria
- Selecting Your Measures: The Program Performance
   Assessment Window
- Checklist

## MODULE 6

#### Tools and Templates to help you Develop Performance Measures

- The fundamental principles for good performance measurement
- Identifying the right attributes to capture
- The tools to think through your measure development



## MODULE 5

#### **Evaluating your Performance Measure**

- Evaluate your measures for effectiveness
- Ensure they are achieving the greatest impact on your organization
- Review the 5 W's
- Important of evaluating measures



#### **Get Certified**

#### Certified Government Performance Manager (CGPM) Program

The Performance Institute's Certified Government Performance Manager (CGPM) program **provides the skills and tools needed to make you a lead performance management resource for your organization**. Candidates for our standard certificate sit for a brief examination. Candidates for our advanced certificate complete a capstone project—a real-world project from your agency that you can use to apply concepts, knowledge and skills from your courses and receive expert feedback from a staff member of The Performance Institute.

Upon completion of certification, **you will gain both professional distinction and academic credit.** The Performance Institute is accredited through the National Association of State Boards of Accountancy (NASBA).

For more information about the CGPM program, or for help customizing CGPM certification to suit your needs, contact The Performance Institute at 1-877-992-9521.



## **On Site Training**

#### Bring PI Training and Certification On-site to Your Organization

Bringing PI training in-house for groups of seven to 30 allows you to better utilize your training dollars. The Performance Institute's subject matter experts will work with you and your team to examine your programs and determine your organizations' specific needs. The identification of real-life examples will create a learning atmosphere that resonates with participants while simultaneously providing an 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.

For more information about bringing PI Training on-site at your organization, call 1-877-992-9521 or email info@performanceinstitute.org

Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be submitted to the National Registry of CPE Sponsors through its website: www.learningmarket.org.



