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

INTENDED FOR
Leaders, key stakeholders, and project teams

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

Agenda

■ 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 2

Identifying Characteristics of Effective Performance Management Systems

- Effective Performance Management Systems

- Measuring Your Performance Management System

- Checklist for Effective Performance Management System

■ 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

■ 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 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

■ 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

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