The Performance Institute

Improving Government Performance
For Over 20 Years

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.

Course Specifications

CPE Credits

40

Training Format

Virtual-Live

Preparation

None

Modules

22

Course Objectives

Learn how to effectively connect outcomes to organizational policies, structure, and operations in order to drive improvements in government.

- **Motivate Your Team**
  Achieve alignment between your programs and strategies while engaging your employees in performance management
- **Plan**
  Plan Design performance measurement systems to ensure collection of quality data that is easier to report
- **Measure**
  Employ various data visualization and communication techniques to make performance data useful to managers and employees
- **Focus**
  Balance the vision with available resources, the resources shall not limit the vision

INTENDED FOR

Leaders, key stakeholders, and project teams

www.performanceinstitute.org | +1 877 992 9521 | info@performanceinstitute.org

NATIONAL REGISTRY OF CPE SPONSORS

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.

Course Agenda

STRATEGIC PLANNING

- **16 CPE Credits | 2 days | 7 Modules**

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

LOGIC MODEL

- **8 CPE Credits | 1 day | 5 Modules**

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.

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.

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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.**
- **With a focus on a transparent future state, Strategic Planning increases effectiveness,** develops, understanding and consensus on strategies and objectives for achieving that mission.
- While it is important to balance the vision with available resources, **the resources shall not limit the vision.**
- The organization objectives for a strategic plan will help determine **how the resources available can be tied to the future goals.**

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Agenda

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 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 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 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 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 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

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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.

Course Specifications

CPE Credits

8

Training Format

Virtual-Live

Preparation

None

Modules

5

Course Objectives

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.

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

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

Agenda

MODULE 1

What is a Logic Model?

- Review and understand the concept of Logic Models
- The benefits of using Logica Models
- Identify the components of a Logic Model
- Review the various ways in which logic models can be graphically displayed

MODULE 2

Using Logic Models

- Review the Logic Model Template
- Revisiting the way to plan using a logical chain of events
- In the Execution phase (reading left to right), we perform activities in the opposite direction

MODULE 3

Using Logic Models to sell your program benefits and requirements

- Close the Gap Between Senior Leadership and Operational Manager Outcomes
- Review examples of logic models that explain the benefits of a program to stakeholders
- Using the Logic Model to identify Risks
- Logic Models identify priorities and show the ROI for your programs

MODULE 4

A Performance Logic Model answers federal requirements

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

MODULE 5

Creating your Logic Model – Mini Workshop

- Individual work: Develop a logic model for your area
- Group Work: Present Logic Model to the class for discussion

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

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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

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

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Email us with your registration details

Name

Title

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City State Zip

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* Payment by company check, credit card or SF-182 must be received for all mail registrations no later than 5 business days PRIOR to course date.

Online

Register online at

www.performanceinstitute.org

Call

Call us and we will assist you through your registration process

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Additional group and individual discounts may be available.
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The Performance Institute

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