Advanced Performance Management

A training program for individuals leading performance improvement initiatives in government.

The Performance Institute

Course Objectives

- **Align Programs to Results:** Proven approaches for aligning programs and management initiatives to an integrated performance management system for your government organization.

- **Taming Data and Metrics:** Tools and methodologies for managing the deluge of performance information to find the most meaningful measures and data sets.

- **Overcome Internal Resistance:** Techniques for gaining leadership buy-in for performance improvement initiatives – and building a performance team of program managers and line employees sets.

- **Agile Performance Management:** Refine and adjust your performance measures and initiatives to fit changing environments in government.

Course Specifications

CPE **CPE Credits** 24

Training Format Virtual-Live

Length 3 Days (24hr)

Modules 15

$2,449 USD
Virtual-Live | Instructor Led

* Intended for Change leaders, Project managers, Change management practitioners, Continuous improvement specialists and IT professionals.

Agenda

↘ **Module 1 | Government Performance Manager Career Path: What it takes to lead performance improvement initiatives**

- Landscape: Update on the latest trends and mandates in government performance management.
- Opportunities: What roles do performance managers play in government?
- Advancement: How do you position yourself for one of these roles?
- Skills Development: What key skills do you need to be a performance manager?
- The Community: How you can network with other performance improvement leads in government to access lessons and best practices
- Exercise: Participants will introduce themselves, and their work experience, and discuss a performance improvement the initiative currently going on within their government organization or one they would like to see launched.
- Participants will be asked to apply concepts learned during the course to their cases.

↘ **Module 2 | The Five Major Barriers to Strategy Execution in Government**

Definition of the barriers and signs your organization has a problem with them:

Course Materials

As a course participant, you will gain access to:

- The program workbook and handouts (if available)

- Two-year access to our training platform, where you'll be able to revisit course materials and presentations

- Early access to whitepapers, videos, webinars, and blogs

Credits

Credits from the following organizations are available by completing this program:

- Vision Barrier
- Requirements Barrier
- Resources Barrier
- Measurement Barrier
- Leadership Barrier

Module 3 | Assessing Your Starting Point: The Government Performance Management Maturity Model

- Conducting a comprehensive assessment of your government organization's current use of performance management concepts.
- Identifying weaknesses in the current approach to performance management.
- Identifying weaknesses in the current approach to performance management.

Module 4 | Defining the Scope of Your Performance Management Initiative

- Selecting Your Targets: Identify performance improvement opportunities and cross-walk to external mandates or internal leadership policy goals.
- Project Management Fundamentals for Performance Improvement Initiatives.
- Managing and scheduling kickoffs, working sessions, review points, and more.
- Resourcing your initiative: understanding your own budgetary and resource constraints.

Module 5 | Identifying and Developing Your Performance Improvement Team

- Policy Leaders: The core group of leaders responsible for setting overall direction, approving lower-level plans, and determining the approach to and success of the implementation management program.
- Planning Process Leader (PPL): The individual responsible for developing and managing the planning schedule, coaching individual teams and team leaders, and integrating final results into integrated implementation plans.
- Planning Unit Team Leaders: Individuals responsible for creating a team and performing the work associated with Situation Assessments and Action Plans Primary Planning Unit Team Leaders.
- Issue-Unit and Cross-Unit Team Leaders Other Team Leaders.
- Team-building and team development.

Module 6 | RF AIM: Gaining Senior-Level Leadership Buy-In

- Identify alignment opportunities between performance management and political, legislative, or Administration priorities.
- Looking for external supporters – stakeholders, program partners, media, legislative leaders.

Making the pitch – and the importance of putting a price tag on leadership saying "yes".

Module 7 | RF AIM: Strategy Development and Situation Assessments

- Unit overview of primary activities, deliverables, customer focus, size.
- Stakeholder analysis: whose interests are served and how well.
- Trend analysis of size and key operational measures.
- Values Analysis of customer and stakeholder values.
- Cost analysis for status quo.
- Competitive benchmarks for performance comparisons and important developments.
- External factor analysis and their potential implications.
- SWOT summary.

Module 8 | RF AIM: Using "Performance Analytics" to Select the Right Performance Measures

- 1 key criteria for effective performance measurement systems.
- Mapping all performance measures using the Logic Model.
- Activating only the vital few performance measures for actual use.
- Developing your measurement approach – the fewer the better.
- Setting up your own Measurement and Data Analytics function that drives the need for an initiative.

Module 9 | RF ALIGN: Cascade Goals, Initiatives, and Measures into Action Plans for Each Major Program

- Program Alignment: Using the Requirements to Results approach to align program activities to new goals, strategies, and measures.
- Management Function Alignment: Identifying ways to harness existing management initiatives to integrate with your performance management initiative.
- Cross-Cutting Initiatives: Identify performance goals and measures that require inter-governmental collaboration and facilitating the buy-in process for those.

Module 10 | RF ALIGN: Management Function Alignment: Identifying ways to harness existing management initiatives to integrate with your performance management initiative

- Human Resources/Workforce Management.
- Financial Management/Budget.
- Enterprise Risk Management.
- Information Technology/Digital.
- Open Government/Transparency.
- Customer Service/Process Improvement.
- Legislative Affairs/Government Affairs.
- Regulatory Management.
- Acquisition and Contracting.

↘ Module 11 | RF ALIGN: Dealing with Cross-Cutting Performance Goals

- Coordinating performance across programs within your organization.
- Coordinating performance across programs across the government.
- Coordinating performance across levels of government (federal, state, local).

↘ Module 12 | RF ALIGN: Internal Communications Plan and Change Management Approach

- Develop and roll out an internal Strategy Communications Plan.
- Clear expectations for Progress Reporting: what, who, when how.
- Clear expectations for Progress Reviews: who, what, inputs, agenda, outputs.
- Approach for tracking decisions and responses.
- Keeping it all in the right place: Strategic Plan, Performance Plan, Performance Report, Budget.
- Justification, Open Data portal, internal data portal, etc.
- Develop and implement needed Reinforcing Mechanisms.
    1. Results Management PRO to track, analyze, and report progress.
    2. Needed data integration plan, systems, and report development.
    3. Required key personnel additions.
    4. Required training initiatives.
    5. Performance evaluation and incentive systems adjustments.
    6. Recognition programs.
    7. Shared learning approach.

↘ Module 13 | RF ACHIEVE: Driving the Achievement of Performance Goal

- Data-Driven Performance Reviews: Facilitating a process for analyzing and using performance information internally to drive improvements.
- Performance Analysis: Selecting programs and initiatives for advanced program evaluation, data analytics, performance auditing, benchmarking, etc.
- Post-Planning Adjustments to the Team: Evolving your team members and roles based on capability and interest

↘ Module 14 | RF ACHIEVE: Agile Performance Management Techniques to Evolve Your Measures and Initiatives

- Adjusting Measures and Targets: Identifying which measures are actually being used, provide the most meaningful information, drive the most change, etc.
- Refining Initiatives: Identifying which performance strategies are working, which are not. Prioritizing based on ROI, launching new initiatives, etc.

Module 15 | RF ACHIEVE: Communicating Your Performance Story

- Going beyond your Performance Report to make your successes known.
- Outreach to media, legislative leaders, stakeholders, and program partners.
- Developing your external communications plan.

Program Benefits

✓ **Get your training via Flexible Learning Options**
Explore our performance-focused training and certification paths in virtual-live, on-demand, or in-person settings. No matter your chosen format, engage with peers, join focused sessions, and more.

✓ **Develop a Comprehensive Skill Set for Your Desired Area**
Our programs cover strategy, planning, and execution. With over 20 years in the public sector, we guarantee your team excels in decision-making and gains sector-specific expertise.

✓ **Deliver Efficient Solutions for Your Agency**
Elevate your performance management capabilities to enhance project efficiencies and provide performance-based solutions to citizens.

Bring Performance Institute Training and Certification On-Site to Your Organization

Empower your team with the Certified Government Performance Manager (CGPM) program from The Performance Institute. Gain the expertise to lead performance management initiatives within your organization effectively.

Our program offers two certification options: **a standard certificate with a brief examination and an advanced certificate involving a capstone project. With the advanced certificate, you'll tackle a real-world project from your agency, applying course concepts and receiving expert feedback.**

Upon certification completion, you'll earn both professional distinction and academic credit. The Performance Institute is accredited by the National Association of State Boards of Accountancy (NASBA).

Customize the CGPM program to meet your organization's unique needs. On-site training for groups of seven to 30 ensures optimal utilization of your training budget. Our subject matter experts will collaborate with you to identify specific organizational requirements and tailor the training accordingly.

Interactive exercises based on real-life examples from your organization foster an engaging learning environment while delivering immediate ROI on your training investment. Address specific challenges and align session curricula with your objectives seamlessly.

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For more information on bringing Performance Institute Training on-site to your organization, **call 1-877-992-9521 or email info@performanceinstitute.org.**

Performance Institute is registered with NASBA as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have the final authority on course acceptance for CPE credit. Submit complaints regarding registered sponsors to the National Registry of CPE Sponsors via its website: www.learningmarket.org.

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Call us and we will assist you through your registration process
* Additional group and individual discounts may be available. Contact us for more information.

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