

# Benchmarking

Recognize benchmarking as a tool with helps improve performance in an organization. Learn to determine the appropriate type of benchmarking for your organization and understand the steps involved with a benchmarking effort.

## Course Objectives

- **Selecting The Right Benchmark:** Identify the right benchmarks to use in measurement-resistant government settings.
- **Reporting And Comparing:** Identify how you compare with key benchmarks – and report progress.
- **Benchmark Analysis:** Pinpoint specific areas where performance can be improved – what is driving performance?
- **Clarify:** Identify the importance of having a clear desired outcome for your benchmarking effort.

## Course Specifications

 CPE Credits 8

 **Training Format**  
Virtual-Live

 **Length** 1 Day (8hr)

 **Modules** 5

**\$1,095 USD**  
Virtual-Live | Instructor Led

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

## Agenda

### ▾ Module 1 | Introduction to Benchmarking and Best Practices

- Recognize where to use benchmarking as a tool to help improve performance in an organization.
- Determine the appropriate type of benchmarking for your organization: Practices vs Performance Benchmarking.
- Understand the steps involved with a benchmarking effort.
- The importance of having a clear desired outcome for your benchmarking effort.

### ▾ Module 2 | Strategy and Planning

- Identify key areas of focus and performance indicators and definitions.
- Identify data sources and data collection templates and procedures.
- Qualify and select benchmarking organizations or companies.
- Develop project schedule
- Develop communication plan

### ▾ Module 3 | Data Collection and Reporting

- Collect data for internal performance baseline.
- Gather data from external benchmarking sources or organizations.
- Validate and verify data and results.
- Develop reports.

## 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:



## Module 4 | Analysis

- Analyze performance gap.
- Research high-performing organizations for best practices.
- Develop best practice analysis and recommendations report.
- Obtain management approval for recommendations.

## Module 5 | Implementation

- Initiate formal projects for implementation.
- Monitor implementation against performance baseline.

## 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.

---

For more information on bringing Performance Institute Training on-site to your organization, **call 1-877-992-9521 or email [info@performanceinstitute.org](mailto: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](http://www.learningmarket.org).*

## How to Register?

### Mail

Email us with your registration details

[info@performanceinstitute.org](mailto:info@performanceinstitute.org)

### Online

Register online at

[www.performanceinstitute.org](http://www.performanceinstitute.org)

### Call

Call us and we will assist you through your registration process

*\* Additional group and individual discounts may be available. Contact us for more information.*

[1-877-992-9521](tel:1-877-992-9521)

Follow Us

