

Part of CGPM Associate Level



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 Objectives

- Understand the different types of measures.
- Develop, define, and use quality performance measures.
- Set targets to achieve program results.
- Use performance measures to evaluate results.

Course Specifications

 CPE Credits 16

 Training Format
Virtual-Live

 Length 2 Days (16hs)

 Modules 6

\$1,595 USD
Virtual-Live | Instructor Led

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

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.

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:



- 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.
- Importance 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.

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.**

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

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