Measuring for Performance

The Performance Institute

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

- Learn the importance of developing, defining, and using quality performance measures.

- Get different tools and templates you can and should be using for your performance measures.

- Use performance measures to evaluate results.

- Set targets to achieve program results.

Course Specifications

CPE Credits 8

Training Format
Virtual-Live

Length 1 Day (8hs)

Modules 5

Group training prices vary based on factors like participants and format. Request a quote to connect with our representative.

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

Agenda

↘ Module 1 | Measuring Performance for Results

- Measuring is about performance management, not mandates.
- Why we measure? Metrics vs Performance Measures vs Key Performance Indicators.
- Performance Measurement is a Culture shift.
- The roles of measures in performance management.

↘ Module 2 | Create The Appropriate Measures That Are Useful for Decision-Makers and Other Stakeholders

- Using the SMART Criteria to develop your measures.
- Selecting the right measure for the right messaging.
- Identifying Outcome based measures to report on program progress and success.
- Using Performance Measures in your planning and execution processes.
- Measurement helps you Plan, Manage, Evaluate, and Communicate your program.

↘ Module 3 | Describe Methods for Setting Meaningful Targets for Your Performance Measures

- Targets drive performance, not predict future.

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:

- Ten devices in the Target setting.
- Attributes of a quality target.
- Checking your targets for effectiveness.

⬊ Module 4 | Evaluating Results with Performance Measures

- The 5 Ws of Evaluation.
- Types of the evaluation determine the measures you select.
- Communicating your results to the proper audience.

⬊ Module 5 | Tools and Templates to use when developing Performance Measures

The fundamental principles for good performance measurement
- Measures provide motivation and evaluation.
- Measures support better decision making.
- Lagging vs Leading.

Identifying the right attributes to capture
- Common Language for defining measures.
- Measure definitions.

Identifying the right attributes to capture
- Mind Map Diagram.
- Fishbone Diagram.
- SIPOC Map.
- Logic Model.
- Value Driver Tree.

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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Email us with your registration details

info@performanceinstitute.org

Online
Register online at

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.

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