

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

Prerequisites

None

Preparation

None

Modules

6

Length

2 days

Tuition

\$1,495



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.**

- 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

Plan • Justify • **Measure** • Evaluate • Manage • Report • Innovate

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

Address

City State Zip

Phone Email

* 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

1-877-992-9521

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