Aug 29–30, 2012
Nov 8–9, 2012
Washington, DC

Performance MEASURES III

Advanced Performance Measurement Deployment and Change Management Workshop

Evaluate and Improve your Performance Management System

Maximize performance measurement through a logic model approach and an organizational maturity model

Build and Maintain an Implementation Roadmap for Performance Measurement

Develop a roadmap based on best practices to clearly define and manage performance measurement within your organization or program

Overcome Barriers to Performance Measurement Deployment and Execution

Maximize the strategic implementation of your measures by identifying and addressing the internal and external factors preventing buy-in and success

Presented by:

The Performance Institute

In Association with:

ASMI
American Strategic Management Institute

THOMPSON MEDIA GROUP LLC

www.PerformanceWeb.org/PMIII

Performance MEASURES III

Who SHOULD ATTEND?

- Directors of Strategic Planning
- Performance Officers
- Program Managers
- Program Analysts
- Budget Officers
- Performance Analysts
- Program Evaluators
- Performance and Compliance Auditors

… *and all government managers or personnel actively involved in their organization's performance management and measurement system*

Dear Colleague,

"Measures, measures everywhere, but there's no time to think!"

As the realization for the need to implement performance management and measurement cascades through the public sector, organizations often find themselves in a position where unstructured performance data and measures are being collected but government managers are unsure of what to do with it. As this multitude of data is collected, an unrefined performance measurement system causes delays in improvement and increases challenges in implementing corrective actions. During this time of "analysis paralysis", the potential to maximize on this data to improve accountability, transparency and results is lost.

This two-day interactive and instructor lead course will focus on improving results by applying advanced concepts that exist in the crossroads of performance measurement and change management. Attendees will begin with reviewing essential performance measurement knowledge beginning with a logic model methodology to solidify the foundation of their knowledge base. From there, attendees will work with an Organizational Maturity Model (OMM) and implementation roadmap specifically created for public sector organizations. In addition to the tools that will be given, attendees will have the chance to work on their own specific measures for specially tailored solutions that they can bring back to their organization.

Spend two days working with our trainers and fellow participants to identify, draft, and strengthen your performance measures. Learn to track measures that matter, and identify outputs and intermediate outcomes that ensure accountability and successful results.

We look forward to seeing you there!

Sincerely,

The Performance Institute

Day 1

8:30
Breakfast and Registration

9:00
Module I: Setting the Context for Your Performance Management System

- Review the Logic Model Methodology
- Utilize measures for establishing accountability and making decision
- Analyze characteristics of good performance measurement systems

11:00
Module II: Assessing and Improving Your Measurement Framework

- Evaluate and improve measures within a framework of three levels of measures based on measures brought by class members.
- Identify internal and external roadblocks in creating and applying the new framework

12:00
Lunch Break

1:00
Module III: Understanding and Utilizing the Organizational Maturity Model (OMM)

- Review the categories and phases for implementation
- Identify internal and external roadblocks in the implementation process
- Develop practical strategies for addressing roadblocks to implementation

2:30
Module IV: Building and Understanding Implementation Roadmaps for Improved Performance Management

- Understand the foundations and qualities of a successful implementation roadmap and its related structures
- Develop a roadmap for implementation using case study or actual examples from participants

4:00
Day One Adjourns

MATERIALS NEEDED

Course participants are required to bring with them their current performance measures and measurement systems which will be assessed and worked on through the progression of the course. All information will be maintained and evaluated with the highest level of confidentiality and anonymity and will only be used for the purpose of helping attendees overcome the current roadblocks and barriers they face to improving performance in their agency.

PERFORMANCE MEASURES III

Day 2

8:30
Breakfast and Registration

9:00
Module V: Continuing Organizational Maturity Model (OMM) Deployment

- Review best practices in OMM deployment and integration in for public sector organizations
- Apply and assess the relationship of change management theory to OMM utilization

10:30
Module VI: Maximizing the Benefits of Implementation Structures

- Understand and identify the benefits and relationship of the implementation roadmap and the structures that are needed to support it
- Create and charter the right teams for implementation and deployment
- Recognize and avoid the "Five Dysfunctions" of a team to make your work team excel to ensure success

12:00
Lunch

1:00
Module VI: Applying and Creating Implementation Structures

This interactive and discussion based module will focus on evaluating and examining specific case studies and class member examples of best practices in applying and creating implementation structures. Attendees will also identify potential challenges as well as build workable solutions to any issues.

2:00
Module VII: Understanding Principles of Change Management

- Understand how to build culture to support performance management systems
- Review the principles of change management as applied to performance management
- Develop internal strategies to address roadblocks to change management deployment

3:30
Wrap-Up

During the course wrap up, attendees will :

- Review the skills and tools they received during the entire course
- Discuss the "30 day challenge"
- Create an action Plan for returning to worksite

4:00
Day Two Adjourns

Top 5
REASONS TO ATTEND

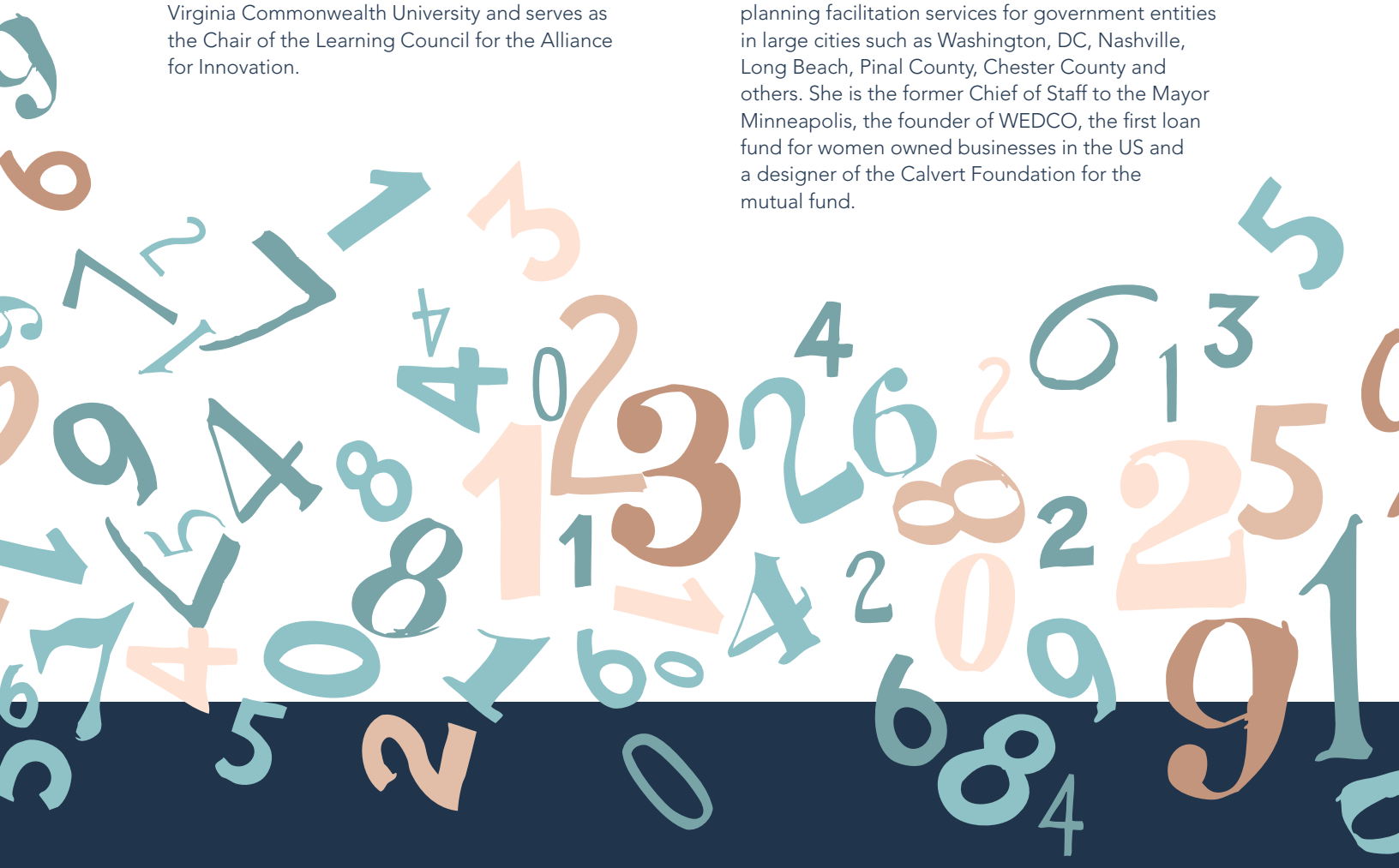
1. **Understand and Evaluate** the implementation phases and processes for performance management
2. **Utilize and Implement** an Organizational Maturity Model (OMM) to augment strategy deployment and performance measurement in your organization
3. **Review and Discuss** outcome, intermediate and operational measures associated with Logic Model components

PERFORMANCE MEASURES III

Meet the Facilitators

Lou O'Boyle is an organizational development consultant working with government and non-profit organizations. The focus for all services provided is to improve performance and results while building the client's internal capacity. Prior to starting her own business in 2001, Lou had over 15 years of government experience. As a consultant, Lou has worked with many organizations in the areas of human capital planning, performance management, process improvement and the establishment of learning systems that support organizational goals. Lou holds a Bachelor's degree in Psychology from Virginia Commonwealth University and serves as the Chair of the Learning Council for the Alliance for Innovation.

Kathy Keeley is a strategic solution designer in the public and private sector. She provides facilitation, consulting, training, and project design services to companies, nonprofit organizations and government entities. Keeley designed a youth development and apprenticeship program in South America for Caterpillar Rental Stores, the Make Mine A Million for American Express and has developed small business loan fund programs in 25 states. She is currently the design consultant for the Greenstone Group, an entrepreneurial development program in northeastern Minnesota. Keeley provides strategic planning facilitation services for government entities in large cities such as Washington, DC, Nashville, Long Beach, Pinal County, Chester County and others. She is the former Chief of Staff to the Mayor Minneapolis, the founder of WEDCO, the first loan fund for women owned businesses in the US and a designer of the Calvert Foundation for the mutual fund.



4 **Build and Sustain** advanced implementation structures, teams and change management processes to support application of measures to work environment

5 **Engage and Participate** in exercises and course work that will help you assess how to advance performance measurement in your organization

In-House Training and Customization

One of the more popular vehicles for accessing the institute's educational offerings is the delivery of on-site trainings and management facilitations. Bringing a training or facilitation in- house gives you the opportunity to customize a program that addresses your exact challenges and provides a more personal learning experience, while virtually eliminating travel expenses. On-site delivery of single courses, certification programs and entire packages of specialized courses are available in the following areas:

- Strategic Planning
- Performance Management
- Project Management
- Lean Six Sigma
- Workforce Management
- Leadership and Change

For more information about in-house training options available to you, please contact Chris Kamal at 202.739.9506 or email him at Chris.Kamal@PerformanceInstitute.org.

ABOUT THE PERFORMANCE INSTITUTE

The Performance Institute is a nonpartisan, private think tank seeking to improve government performance through the principles of transparency, accountability, performance and engagement.

We serve as the nation's leading authority and repository on performance-based management practices for government. Our mission is to identify, study and disseminate the leading management innovations pioneered by "best-in-class" organizations.

Through our national conferences on pressing issues, interactive training programs for government managers, best practice research and strategic consulting services, the Institute provides cutting edge expertise in the design, implementation and evaluation of strategies to solve operational and managerial challenges and enhance organizational performance.

Logistics

Tuition and Group Discounts

The tuition rate for **Performance Measures III** is as follows:

Event Date	August 29	November 8
	RATE ENDS	RATE ENDS
$1199	July 17	October 17
$1299	August 1	November 1
$1399	Closing	Closing

For more information on the early bird rate or group discounts for **Performance Measures III** please contact Chavonne Primus at 202.524.9601 or email her at Chavonne.Primus@PerformanceInstitute.org.

Venue

Performance Measures III will be held at The Performance Learning Center in Washington, DC. The Learning Center is just a few blocks from both the Gallery Place-Chinatown and Metro Center metro stations. A public parking garage is located inside of the building at the current rate of $18 a day and is accessible from K Street.

The Performance Learning Center
901 New York Avenue, NW
3rd Floor West Tower
Washington, DC 20001
202.524.8041

Please note: The building elevators do not allow delegates up into the Learning Center until 8:30am

Hotel

A limited number of rooms at pre-selected area hotels are available at a discounted rate for this course. Please contact customer service at 877.992.9522 for more information.

Credit Hour Information

CPE CREDITS: 12

Delivery Method: Group-live
Program Level: Basic
Prerequisites: None
Advanced Preparation: Given through email if applicable
Sponsor Organization Name and ID Number: Thompson Media Group 109435

Thompson Media Group is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

Quality Assurance

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to:

The Performance Institute: Quality Assurance
805 15th Street, NW, 3rd Floor
Washington, DC 20005

We will evaluate individual complaints in a context of collective comments from the event.

Note: As speakers are confirmed six months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes but will work to ensure a comparable speaker is located to participate in the program.

If for any reason The Performance Institute decides to cancel this conference, The Performance Institute accepts no responsibility for covering airfare, hotel or other costs incurred by registrants, including delegates, sponsors and guests.

PERFORMANCE MEASURES III

Registration



CALL
877.992.9522

FAX this form
to 866.234.0680

VISIT
www.PerformanceWeb.org/PMIII

Registration Form

☐ Yes! Register me for **Performance Measures III** on: ☐ **August 29** ☐ **November 8**

☐ Please call me. I am interested in a special group discount for my team

Delegate Information

Name _____ Title _____

Organization _____ Dept. _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Fax _____

Email _____

Payment Information

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

Credit Card Number _____ Expiration Date _____

Name on Card _____ Verification No. _____

Billing Address _____

Please make checks payable to: The Performance Institute

CANCELLATION POLICY: The Performance Institute will provide a full refund less a $399 administration fee for cancellations requested four weeks prior to the event start date unless cancellation occurs within two weeks prior to the event start date. If a cancellation is requested less than two weeks prior to the event start date, no refund will be issued. Registrants who fail to attend and do not cancel prior to the event will be charged the entire registration fee. All cancellations must be requested through the cancellation link found in your attendance confirmation email. Please note that cancellation is not final until you receive a cancellation confirmation email.

☐ I have read and accepted the Cancellation Policy above.

ACKNOWLEDGED AND AGREED

By: _____ Date: _____

Priority Code: P959-WEB