

## Performance Management for Government



### Course 305 - 3 Days Price: \$2,095

Public three-day workshop. A workshop for executives, managers, planners and analysts at mid and senior levels of government. The course focuses on the development and maintenance of strategic management systems in federal, state, and municipal governments, with case studies, examples and hands-on exercises. Includes information on the Government Performance and Results Act (GPRA), the President's Management Agenda (PMA), and the OMB Program Assessment and Review Tool (PART). This course includes discussion of different frameworks for performance management, including the balanced scorecard, the logic model, process flow models, and cause-effect models.

#### Course Instructors:

The course will be taught by the Principals and Associates of the Balanced Scorecard Institute. These instructors have specialized expertise in balanced scorecard training, facilitation and consulting in public and private-sector organizations.

### Course Overview

This course focuses on the development and maintenance of strategic management systems in governments at all levels, with case studies, examples and hands-on exercises focused on governmental and nonprofit organizations. Topics covered by the course include:

- A new approach to strategic planning that incorporates change management and performance measurement to ensure that strategies get implemented and the organization learns what works
- Basic concepts of the public sector (government or nonprofit) balanced scorecard and how it can be used to improve organization performance
- How to use the balanced scorecard to meet GPRA, PMA and PART requirements
- How to build and implement an effective strategic management system based on the balanced scorecard using our award-winning public sector nine-step methodology
- How to develop strategy maps and meaningful performance measures for monitoring organization strategy and processes
- How to select balanced scorecard software that can help manage your organization's data and turn it into performance information
- Recommendations for aligning strategies, programs and services
- How a scorecard system can drive a performance-based budget and employee accountability.

### Who Should Attend

This course is recommended for executives, managers, planners and analysts at all levels of Federal, State, Provincial and local governments who are seeking to become internal facilitators or change agents to help improve organizational performance.

### Course Benefits

You will understand the key concepts of the balanced scorecard, and why it is gaining so much attention in corporate and governmental organizations. You will learn a systematic, nine-step methodology for building and implementing the balanced scorecard, based on the performance management theory developed at Harvard University and our international balanced scorecard consulting experience. You will receive a Performance Toolkit™ with worksheets for each step of the methodology.

Challenges typically faced by government planners will be discussed, based on the decades of experience of the instructors. Also, you will have an opportunity to discuss your own organization's unique situation in a safe training environment.

## Hands-On Training

Through case studies and a series of interactive small-group workshops, you will apply the strategic performance management concepts to your own current project and organization. Exercises performed throughout this course include:

- Case studies of public sector organizations
- Use an organizational assessment to set vision, mission, and strategy
- Develop your organization's strategic themes and perspectives
- Pull data from your management system to meet PART requirements
- Use strategy maps to create and link strategic objectives
- Derive performance measures aligned to your strategy map
- Develop new initiatives to execute strategy
- Align mission and vision with performance
- Scorecard program deployment, budget and time scheduling
- How to lead a team to develop and sustain the new approach to strategic management

## Course Learning Objectives

### Module I. Introduction

(Learning Objectives: Introduce the course modules; introduce the case studies; introduce participants; provide background for the necessity of change.)

### Module II. Overview of a Strategic Management System

(Learning Objectives: Explain the management model; provide examples from federal agencies of missions, visions, and goals; explain the importance of identifying themes and perspectives; discuss how to set goals and to deal with goals over which an agency does not have full control; continue with the case.)

### Module III. Making the Strategy Actionable

(Learning Objectives: Discuss the advantages of and show how to develop a strategy map; discussion of what can and cannot be measured; examples of measures from federal agencies; defining performance measures; continue with the case studies)

### Module IV. Dealing with Data and Information

(Learning Objectives: Discuss issues of data collection and validation; transforming data into information; using information to improve performance)

### Module V. Managing a Strategy

(Learning Objectives: Understand the challenges of integrating balanced scorecard systems with other enterprise-wide systems; overcoming challenges to implementation)

### Module VI. Leading for High Performance

(Learning Objectives: Leading for change; developing a culture of high performance; the next steps)

For a complete course outline, visit [www.balancedscorecard.org](http://www.balancedscorecard.org)



### Feedback from past participants:

"...the BSC program was one of the best professional development experiences I've ever had."

"I loved the case study exercises!"

"Very useful charts and checklists to evaluate the process of developing performance measures."

"...the case study was very supportive of understanding the process of developing and mapping strategy."

"...the methodologies in this presentation are a powerful medium for achievement of the right strategic objectives."

### Continuing Education Units

Attendees completing this course will qualify for 2.1 CEUs through our alliance with the University of South Carolina.

