

# Optimize Performance and Results

Friday, February 5, 2021

Online via Zoom

## Outline:

This course will equip public managers with strategic tools to improve their organizational performance. What does it mean to establish a high-performance culture? How to execute performance-enhancement strategies while upholding transparency? How to synthesize the various organizational activities and tools to generate improvement?

We will learn about:

- The assumptions and rationale of performance management
- Establishing performance measurement framework
- Identifying performance indicators
- Analyzing performance information
- Making evidence-based decisions
- Mitigating the unintended consequences of performance management systems

We will make use of case studies and examples from NC local governments.

## Agenda

<b>Pre-course</b>	<b>Overview of performance management framework and four pre-course exercises (Participants should plan to devote 1 hour for pre-recorded material and 30 mins for exercises. Total 1.5 hours)</b>
<b>9:00 am</b>	<b>Welcome, overview, introductions and review pre-course survey responses (ice breaker)</b>
<b>9:30 am</b>	Aligning an organization for <b><u>High-Performance</u></b> : A culture journey
<b>10:00 am</b>	Review and discuss exercise 1: My performance framework
<b>10:30 am</b>	For every cause there is a champion and other requirements for successful implementation of a performance framework
<b>11:00 am</b>	Why is there a sea of data and we are still thirsting for knowledge? Identifying meaningful measures and analysis

- 11:30 am** Review and discuss exercise 2: My data analytic method
- 12:00 pm** **Lunch Break**
- 1:00 pm** The indicator is RED?! Performance in action: Reporting with both strategic & operational lenses; Quality improvement & innovation space
- 1:30 pm** Review and discuss exercise 3: My strategy to improve performance
- 2:00 pm** Advice, tips and strategies for the performance weary. Review and discuss exercise 4: My challenge and mitigation strategy
- 2:30 pm** **Evaluation and adjourn**