

Performance Management for Local Government

Course objective: This course is a one-day seminar that focuses on how local officials move from collecting and reporting performance measures to actually using them for service improvement.

- 9:00 to 10:30 Introduction to Performance Management
- Defining performance management
 - Process of identifying meaningful performance measures
 - Case study
- 10:30 to 10:45 Break
- 10:45 to 12:00 Performance Management in Concord
- Background in Concord
 - Keys to success, including outcomes not outputs
 - Examples of performance management
 - Case study
- 12:00 to 1:00 Lunch
- 1:00 to 3:15 Analyzing and Using Performance Data
- Measuring, investigating, and focusing on the problem
 - Using a cause-and effect approach
 - Identifying the solution and evaluating the result
- 3:15 to 3:30 Break
- 3:30 to 4:45 Performance Management in Hillsborough
- Background in Hillsborough
 - Examples of performance management
 - Citizen engagement
 - Role of elected officials