

AGENDA

Performance Management for Local Government **December 11-12, 2018** **Pinehurst Resort**

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.

Tuesday, December 11, 2018

- 1:00 to 2:30 **Introduction to Performance Management**
Bill Rivenbark, Professor of Public Administration and MPA Program Director
UNC School of Government
- Defining performance management
 - Process of identifying meaningful performance measures
 - Case study
- 2:30 to 2:45 BREAK
- 2:45 to 5:00 **Analyzing and Using Performance Data**
Dale Roenigk, Lecturer and Director of NC Benchmarking Project
UNC School of Government
- Measuring, investigating, and focusing on the problem
 - Using a cause-and effect approach
 - Identifying the solution and evaluating the result

Wednesday, December 12, 2018

- 8:30 to 9:45 **Performance Management in Action**
Robin Barham, Budget and Performance Manager
City of Concord
- Background in Concord
 - Keys to success, including outcomes not outputs
 - Examples of performance management
 - Case study
- 9:45 to 10:00 BREAK
- 10:00 to 11:45 **Performance Management Case Study**
Bill Rivenbark, UNC School of Government
- Data Analysis
 - Cause-and-Effect Approach
 - Findings and Recommendations
 - Group Presentation