



GovStrat LIMITED



in association with

CVM TELEVISION GROUP

Presents

**A TWO-DAY INTERNATIONAL WORKSHOP
ON**

HIGH IMPACT PERFORMANCE MANAGEMENT
Going Beyond Performance Measurement to Managing For Results

at

**The Jamaica Pegasus Hotel
January 15-16, 2007.**

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STRATEGIC PERFORMANCE MANAGEMENT WORKSHOP

INTRODUCTION

Strategic performance management—in which information on agency or program performance is used to assess government and private sector effectiveness and to hold managers accountable while managing for results—is now globally a goal or function of most governmental and non-governmental organizations. This workshop will provide an overview of performance management systems, including their objectives, design, and basic components and requisites for effective functioning. In addition, through interactive discussions and case illustrations, workshop sessions will elucidate the practical details of how the set-up and implementation of performance management systems influences their potential to improve efficiency and program or organizational performance.

AREAS TO BE COVERED INCLUDE:

- Evolution and current trends in performance management systems
- Key components of effective performance management systems
- Time-tested strategies for consistently achieving results
- Effectual use of performance information for motivating and managing employees
- Designing or improving your organization's performance management system:
 - What matters is what is measured: defining and operationalizing performance measures
 - Setting performance standards and targets
 - Getting system incentives right: performance standard adjustments, weights and performance bonuses
 - Developing infrastructure and capacity for effective performance management system operation
- Real-world cases to provide guidance and build confidence in strategic performance management initiatives

All workshop sessions will include the discussion of case examples from performance management experiences in the United States, Europe and Central and South America. The substantive focus of these examples will include youth and adult employment and training programs, education and school accountability systems, welfare/cash transfer programs, and health care services delivery.

WHO WOULD BENEFIT

Presidents, CEOs, Managing Directors, General Managers, Production Managers, Heads of Departments, senior and middle-level managers in the private and public sectors. This workshop is also ideally suited for Human Resource, Training, and Administration Professionals. Private and Public Institutions (Government Ministries, Departments and Agencies) with, or, contemplating the implementation of a performance management system for managing for results, will find this Workshop highly beneficial.



KEY 'TAKE-AWAYS' FOR PARTICIPANTS AT THE END OF THE WORKSHOP:

- Whether private or public sector, education or financial, the art of getting the highest results from employees requires a common set of managerial attributes supported by clearly defined objective criteria. These attributes and criteria will be given significant focus throughout the Workshop and from a strategic management perspective
- Participants will be able to improve current performance management models or design new ones to suit each unique industry or employee-category
- Participants will be able to lead their organizations effort and coach teams around strategic performance management techniques and issues
- 'Managing for Results' will be a key take-way from this Workshop—public sector entities on this path stand to gain significantly
- Given the practical nature and hands-on approach to be employed in the delivery of the Workshop, all participants will 'get their hands dirty' in coming up with tangible solutions to real problems of performance management issues.

WORKSHOP FACILITATOR



Carolyn Heinrich (Ph.D., University of Chicago) is a Professor at the University of Wisconsin-Madison and a Performance Management and Evaluation Specialist with extensive practical experience working for federal, state and local governments in the United States and for The World Bank and Inter-American Development Bank. She is also currently working directly with the federal government of Brazil on the evaluation of the Bolsa Familia program, the world's largest conditional cash transfer program, and with governmental and non-governmental organizations in Central America on performance management and evaluation systems for social investment funds.

Dr. Heinrich has published more than 30 peer-reviewed works on performance management and evaluation issues (including books on governance and public management, such as *Improving Governance: A New Logic for Empirical Research*; and *Governance and Performance: New Perspectives*; journal articles and book chapters). Professor Heinrich is the editor of the *Journal of Public Administration Research and Theory*, the number one (internationally) ranked journal in public policy and administration. She is also the Associate Director of the Institute for Research on Poverty at the University of Wisconsin.

DATE AND VENUE

January 15-16, 2008 at the Jamaica Pegasus Hotel (8:30 am - 4: 30 pm)

PAYMENT POLICY AND FEE:

- **US\$890.00 per participant**
- A group of 4 and more participants from the same company pays US\$800.00 per participant.
- Registration deadline is Friday January 11, 2008.
- Book early as limited spaces available.
- **Fee includes lunch, coffee breaks, course material and Certificate.**



