



Performance-Based Management in Government

*A 1 or 2-Day Hands on TMS Experience
Delivered in Live or Live Virtual Classrooms!
8.0 – 16.0 CPEs; 0.8 – 1.6 CEUs*

Course Description:

Grow into a decisive leader using the practical skills that will transform your current management methods, quality performance, productivity and contract oversight. Unlike traditional personnel management methods, this Workshop provides government supervisors and managers the advanced skills needed to effectively manage employees and contracts in a performance-based environment. Through class interaction and group exercises, participants will learn the importance of performance-based management and performance-based measurement as the government moves steadily towards a performance-based environment. You will learn our powerful eight step process used to develop appropriate performance-based metrics that applies to individuals, teams, organizations, and contractors. This dynamic course will provide you with new, effective skills by reviewing management techniques used in conjunction with performance-based management. By using our proven techniques, you will: boost organization effectiveness; maximize efficiency; motivate and challenge personnel; enhance communication, and make confident decisions that are highly respected by your leadership and employees. As a course participant you will learn to develop measurable performance standards and review methods to collect and analyze your data. The course offers valuable performance-based management tools to help ensure successful implementation of the techniques. Become a decisive leader at any organizational level with this comprehensive Performance-Based Management in Government Workshop!

Attendees will receive a Performance-Based Management Digital Toolkit, filled with step-by-step instructions, examples, tip sheets, checklists, forms and resources that you will use in implementing Performance-Based Management.

Learning Objectives & Topics Covered in this Workshop:

- Performance-Based Management concepts, terms and definitions
- Effective Planning and Goal Setting
 - Work breakdown procedures, scheduling and estimation
 - Managing multiple projects
- How to establish your organization's requirements
- How to develop Performance Metrics for your organization
 - The 8-Step process
- How to use Performance Metrics to manage
 - Employees
 - Teams
 - Contractors
- Organizational Innovation and creativity
 - What enhances creativity?
 - Why is it so important to provide Performance Based Management?



- Creating an Environment for Success
 - What motivates employees and why?
 - What makes teams and individuals successful?
 - What separates acceptable performers from stellar ones?
 - What is the difference between work and productivity?
- Recognizing, Dealing with and Maximizing Strengths of Personality Types of your Employees
 - Keys to understanding why people do what they do.
 - Putting the right people in the right place
- Understanding and applying the Principles of Change Management
 - Why is change so difficult?
 - Why do employees fear it?
 - How to promote, implement and prosper from change
- Assessing Progress-Performance Measurement
 - Performance Measure Planning
 - Performance Planning Model
 - Setting Performance Standards and Goals
 - Cost vs. Quality: How to Balance
 - Effect on Personnel
 - Performance Management
 - Collecting Data
 - Performance Measurement Activities
 - Metric/Data Analysis
 - Monitoring Progress
 - Correcting Performance Problems
 - Formulating Strategies for Improvement
 - Performance-Based Problem Solving
 - Performance Management and Reporting Tools and Techniques
 - Controls
 - How to Report the Improvements
- Communication, Image & Influence
 - How to Perfect Management Communication skills
 - Performance-Based Communications
 - Oral and Written Communications Skills
 - Active Listening and How to Develop It
 - How to communicate specific, measurable performance shortfalls in a way that gets results
 - Know and Learn How to Act like an Effective Manager and Leader
 - How to develop presence
 - Learn the techniques to sell ideas, plans, decisions and problem resolutions
 - Learn the art of influence and diplomacy in gaining your objectives
 - Be decisive