



Schulich
School of Business
Executive Education Centre

Register for
an Upcoming
Session:

October 28 - 30, 2019
May 6 - 8, 2020

Program Evaluation and Performance Measurement: Achieving Results in Government and the Public Sector

Everything you need to know about evaluation and metrics using a simple 3-step logic model approach.

Our Participants Say it Best:

"The workshop was extremely valuable. It provided great theory, tangible information, and examples for real-world application."

E. Jowett,
Team Lead,
Cancer Care Ontario

"I absolutely loved this course and will be able to implement these concepts in my duties."

F. Bak, Major,
Department of
National Defence

"A must for every public servant who is in a position (directly or indirectly) to influence performance."

**D. A. Gehan
Mallawaratchy,**
Senior Adviser,
Ontario Public Service

"Was a great opportunity for like-minded individuals to learn new concepts and share professional experiences."

**K. Wagner, Senior
Business Analyst,**
City of Toronto

SEEC Moments of Insight include:

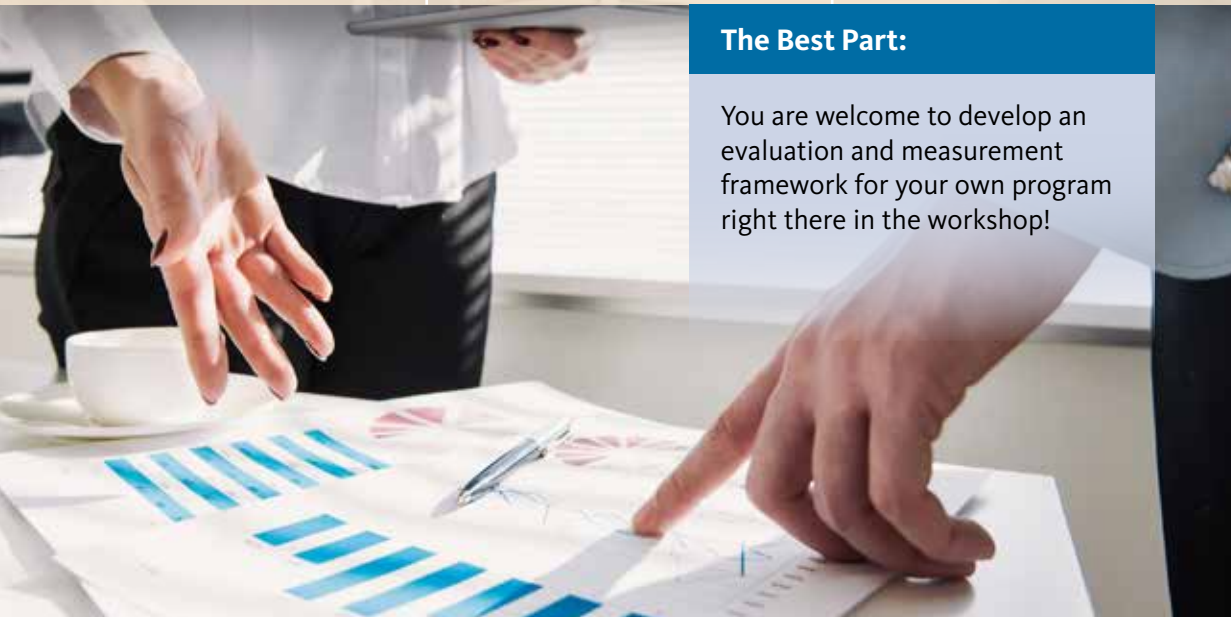
Selecting the "critical few" performance indicators to evaluate impact, outcome effectiveness, service quality and efficiency.

Using performance information to improve strategic and operational results, affect budgeting, set targets and determine cause and effect.

Build organizational capacity to implement and sustain program evaluation and performance measurement.

The Best Part:

You are welcome to develop an evaluation and measurement framework for your own program right there in the workshop!



Register Today / Complete Details

<http://seec.online/12319>



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Program evaluation and performance measurement are key management tools for public sector leaders.

Evidence-based decision making is essential in today's complex and politically charged environment. This acclaimed workshop features a "Common Sense Approach" to developing **meaningful performance information for programs in government and the public sector** that will help you to improve and sustain services to your clients and customers and to the public at large. You will develop measurement and evaluation frameworks that will support:

- Strategic planning
- Operations improvement
- Targeting and monitoring performance
- Accountability reporting
- Process evaluation of service delivery
- Outcome evaluation of cause and effect
- Resource allocation and budgeting

Top Take-Aways

1. Use a simple 3-step logic model, the "Common Sense Approach", to **design evaluation and measurement frameworks for your programs**
2. Instill a **customer-focused, performance-driven culture** in your team
3. Use evaluation and measurement to **support management processes**
4. Develop output and outcome metrics to **strengthen operational and strategic results**
5. How to **set performance targets**
6. Effectively **analyze performance data** to identify improvements
7. Implement program evaluation and performance measurement **with your team**

Instructor Profile

John R. Allen is one of the leading experts and practitioners in program evaluation and performance measurement for the public sector. He has instructed thousands of public sector leaders on how to effectively develop and implement evaluation and measurement in their organizations.

All levels of government and the broader public sector can apply these tools!

Who Should Attend

- Directors and managers from federal, provincial and municipal governments
- Executives and senior staff in the broader public sector and not-for-profit agencies
- Performance improvement, operations, and process specialists
- Project managers, program analysts and policy advisers
- Budget, finance and audit officers and program evaluators
- Department heads, directors and managers of Crown corporations, school boards, universities, colleges, healthcare authorities and social services agencies
- Executives in charitable foundations and Corporate Social Responsibility departments of private sector businesses
- Consultants and private sector personnel who work with government

Overview of Learning

Part 1

A Common Sense Approach to Develop Useful Evaluation and Measurement Frameworks

- Managing for results
- Defining your organization's mission
- Using a simple logic model to identify key results
- Selecting performance indicators to measure achievement of results

Part 2

Using Evaluation and Measurement in Decision-Making

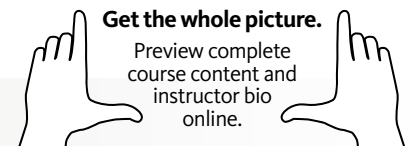
- Setting performance targets and reporting results
- Applying performance measures in:
 - Strategic planning
 - Operations improvement
 - Process evaluation to improve service delivery
 - Outcome evaluation to determine cause and effect
 - Resource allocation

Part 3

Implementation of Evaluation and Performance Measurement

- Sources of data – quantitative and qualitative
- Dashboards for ongoing performance monitoring
- Managing program evaluations
- Organization-wide implementation strategy and tactics

Continues Online



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More Questions? Get in Touch!

Tel.: 416.736.5079 | 1.800.667.9380
or email exceedinfo@schulich.yorku.ca

Dates & Locations:

October 28 - 30, 2019
Executive Learning Centre

May 6 - 8, 2020
Miles S. Nadal Management Centre

Registration Fee:

\$3,250 + applicable taxes

Registration Details:

- Tuition includes teaching materials, lunches and refreshments, but not accommodations
- A special corporate rate is available for participants at partner hotels
- Programs run from 9:00 a.m. to 4:30 p.m.
- Modules, speakers, topics, dates, fees, and locations are subject to change
- Complete registration details at seec.online/FAQ