MERCURY

Performance Measurement in Government & Public Organizations Course

23 – 27 May 2027
Kuala Lumpur (Malaysia)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 9001_291310 **Date:** 23 – 27 May 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction:

Workplaces, both public and private, are navigating significant transformations that challenge traditional operational methods and workforce anticipations. In an era marked by financial stringency, reduced personnel and budget, and amplified stakeholder expectations, a highly demanding environment emerges. Within this context, employees must deliver impactful results despite the intensifying difficulties.

Amidst the shift to a generation of digitally-native employees and the adoption of new technologies, we now have a workforce deeply integrated into a culture of constant connectivity, necessitated by instant messaging, email, phone communications, and social network interactions.

However, this interconnectivity does not inherently equate to heightened employee engagement, motivation, or enhanced performance. Many employees find themselves increasingly inundated by this contemporary working paradigm. At the same time, they concurrently seek a balance with their personal lives.

Nevertheless, the present moment calls for adopting efficacious performance management practices within the public sector more than ever. Leaders can foster a surge in productivity and engagement by empowering employees to discern organizational priorities and recalibrate their efforts accordingly.

Implementing robust performance management protocols enables organizations to raise performance standards continually and involve employees in the mission-critical behaviors essential for individual and collective achievement.

Performance Measurement and Management in Government:

This government performance measurement and management course will focus on measuring organizational performance in government and exploring performance measurement tools and techniques tailored to public organizations.

Participants in this government performance measurement and management training course will gain insights into defining organizational performance and strategies for enhancing it within the governance context.

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Targeted Groups:

- Public Sector Managers and Team Leaders.
- Performance Management Officers.
- Human Resource Directors.
- Employee Relations Managers.
- Public Sector Supervisors are responsible for performance management and appraisal techniques.
- Individuals are spearheading or playing a pivotal role in performance improvement initiatives within their public sector.

Course Objectives:

Participants in this government performance measurement and management course will:

- Engage stakeholders of all levels with performance management in the Public Sector.
- Tackle challenges associated with performance measurement transparency and reporting obligations.
- Weave performance management projects into a larger fabric of ongoing management enhancement efforts.
- Understand and spearhead cultural shifts in the public domain to manifest superior outcomes.
- Deploy measures and techniques rooted in empirical analysis, performance measurements, reporting, and comparative benchmarks.
- Formulate and lead high-impact teams across varied program sections to secure effective organizational results.
- Establish a solid link between Performance Management endeavors and Organizational Goals.
- Exhibit best practices for addressing and resolving work performance-related issues.

Targeted Competencies:

Participants competencies in this government performance measurement and management course will learn to:

- Design and operationalize an effective Performance Management framework for public agencies.
- Execute best practice methodologies for synchronizing programmatic and managerial efforts with a comprehensive performance management system.
- Identify strategies to secure leadership endorsement for performance enhancement campaigns by constructing a high-performance team.
- Lead clearly on the equilibrium of Accountability, Responsibility, and Empowerment.

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Course Content:

Unit 1: The Public Sector Performance Management Maturity Scale:

- Understanding Performance Management as an Enabling Movement.
- Embracing Performance Management Best Practices within Public and Non-profit Organizations.
- Evaluate the Extent of Performance Management Adoption in Your Government Organization.
- Key Tenets of Effective Performance Management Across Diverse Organizational Forms.
- Tailor the Performance Management Approach through the PPC Model to grow necessary competencies.

Unit 2: Defining the Scope of the Performance Management Initiative:

- Pinpoint Performance Enhancement Opportunities and their alignment with Leadership Policy Goals.
- Essentials of Project Management for Performance Improvement Initiatives.
- Identify and nurture a team dedicated to Performance Improvement - spanning Policy, Planning, and Execution.
- Procure endorsement from all hierarchies of leadership and external stakeholders.
- Recognize Synergies between Performance Management and primary institutional objectives.
- Craft objectives germane to a High-Performance Organization.
- Unveil the 4-Step Implementation Model - Diagnostic, Design, Implementation, and Review.

Unit 3: Performance Management Strategy Development:

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- Employ The 4-Step Implementation Model.
- Diagnostic:

  - Analysis of Fundamental Activities, Deliverables, and the Customer-centric Approach.
  - Conceptualize the transition from current to aspirational states.
  - Measurement before and after implementation.
  - Visioning the High-Performance Organization.

- Design:

  - Organizational Objectives Conceptualized with the Balanced Scorecard Technique.
  - Benchmark against competitors for performance insights.
  - KPIs as Enablers of Performance Management.
  - Establish Objectives and Key Results OKRs best suited for Public Sector bodies.

- Implement:

  - Project Management Principles in Action.
  - Launch planning, establishing phases milestones, and celebrating early successes.
  - Strategic KPI Deployment - Through Organizational, Divisional, and Individual Goals.
  - Craft a Compelling Communication Strategy.

- Measure:

  - Review accomplishments post-project.
  - Continuous Process Enhancement and Adjustments.

- What is next?

Unit 4: Driving the Achievement of Performance Goals:

- The Role of Employee Reviews in Catalyzing Organization-wide Performance.
- Performance Reviews as Tools for In-depth Analysis and Internal Improvement Facilitation.
- Performance Analysis - selecting initiatives for advanced evaluations, data analytics, performance audits, and benchmarking.
- Bridge Performance Gaps with proven methods for optimal organizational outcomes.
- Management of Performance Difficulties - Central Tasks.
- Bolstering Motivation and Engagement in the Workplace.
- Link Performance Appraisals to compensation and recognition.

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Unit 5: Sustainability of Performance:

- Craft an Action Plan to sustain The High-Performance Organization paradigm.
- Ensure continued performance through efficacious feedback methodologies.
- Deliver constructive and developmental feedback.
- Mentor and coach practices tailored to bolster performance.

Conclusion:

The performance measurement in government and public organizations course offers invaluable insights into organizational performance, particularly within government contexts. By delving into performance measurement methodologies and strategies, this organizational training equips participants with essential tools to enhance government performance management.

Through this government performance measurement and management course, attendees understand what organizational performance entails and how it can be effectively measured and improved. For those seeking to deepen their expertise in governance performance, this certification provides practical knowledge and skills vital for optimizing organizational performance in government settings.