



HBKU Executive Education Center
Specialized Training Program

PERFORMANCE MANAGEMENT IN THE PUBLIC SECTOR

Global Experiences, Local Applications

To enroll, visit:
hbku.edu.qa/PerformanceManagementWorkshop

جامعة حمد بن خليفة
HAMAD BIN KHALIFA UNIVERSITY

مركز الدراسات التنفيذية
Executive Education Center



Instructor: Dr. Leslie A. Pal

Chancellor's Professor of Public Policy & Administration
Director, Centre on Governance & Public Management
School of Public Policy & Administration
Carleton University, Ottawa, Canada

Fees: QAR5,500

Description:

As part of efforts made to enhance productivity in the public sector, performance management has been a central focus of reform efforts during the last twenty years. This workshop will review best practices in public sector performance management, the key issues and challenges faced in this area, and explore practical tools to help achieve success.



Sample topics:

1. Performance Management as a Tool to Enhance Productivity for Public Sector Organizations

Examining the relevance between performance management and productivity enhancement, particularly for public sector organizations. Looking at the basic concept and the latest developments in the field of performance management.

- ▶ What is performance management and why is it important?
- ▶ Performance management and productivity

2. Key Elements of Performance Management in Public Sector Organizations

Exploring the key elements for the successful implementation of performance management in a public sector environment.

- ▶ Organizational vision, mission and goals
- ▶ Understanding outputs and outcomes
- ▶ Organizational constraints
- ▶ Understanding need for competencies
- ▶ Organizational strategy and stakeholder understanding
- ▶ The importance of alignment

3. Performance Indicators

Performance cannot be managed unless it is measured and benchmarked. This topic looks at appropriate measures that ensure core competency for effective management.

- ▶ What to measure?
- ▶ The principle of performance measurement

4. Performance Management and Measurement Best Practices in Public Sector Organizations

An exploration of experiences and recent initiatives from different models for performance management, such as the European Foundation for Quality Management (Europe), Capability Review (UK Australia Public Service), and PEFA Framework.

5. Performance Reporting: Framing and Conveying the Performance Story

A look at the measures and indicators of performance that need to be conveyed and communicated persuasively and clearly, with an investigation of how a plausible "performance story" brings data together in theory of change and of results.

- ▶ Challenges in drawing inferences from indicators
- ▶ Reporting results: the different lens
- ▶ Telling a compelling performance story