



## Workshop on Performance Measurement and Improvement in Public Sector

### Organizations

February 5 – 9, 2024, 1<sup>st</sup> Run: Lagos & Port Harcourt

August 5 - 9, 2024, 2<sup>nd</sup> Run: Lagos & Abuja

**For Tutor -Led Class:** 9am – 4:30pm

**Workshop fee:** N250, 000 per Participant

**For online:** Delivery via Zoom

**Online course fee:** N200, 000 per Participant

**Available for In-plant Training**

**500 U\$D for foreign  
Participants**

### Program overview:

The success of a performance management system depends on the continual examination of standards, measures, reporting, and quality improvement efforts, successful performance management does not have an end point. Rather, as illustrated, maintenance and upkeep are required to keep the system running well and to ensure that performance management efforts remain consistent with shifting organizational priorities and needs. By continuously examining existing performance management systems using QI tools such as the Plan-Do-Check-Act cycle (PDCA), the system can be updated to reflect organizational changes. In this course, participant will learn measure and improve the performance of their departments, units and organizations using quality improvement tools.

### For whom:

This course is designed for Directors, Heads, and Managers of Public Sectors Departments: Ministries and Agencies. Also, Analysts, Evaluators and Program developers, Planners in Federal States and Local Government organizations will benefit from this program. All senior and supervisory officers with responsibility for performance management in Ministries and Agencies will equally benefit from this program.

### Learning objectives:

After this 5-day training, participants will return to their offices with complete set of tools to apply performance measurement to the following areas of their businesses:

- strategic business planning;
- operational planning;
- budget development decisions;
- employee performance appraisal;
- program advocacy; and
- ongoing project & program evaluation

### Course outline:

#### Day 1: The direct Benefit of Performance Measurements in your Department

- \*Why top Public/Private Sectors Managers are now using Performance Measurement
- Using indicators and scorecards to eliminate underachieving program

- Controlling your staff and Operating resources.

**Day 2: Applying Performance Measurement to your key Management Activities**

- Senior Management reporting
- Operational and Administrative planning
- Staff performance appraisal.

**The 3-Steps Performance Measurement Model**

- Step 1: state your program goals through a brief mission statement.
- Step 2: Identify the key results to be achieved for each program element
- Step 3: Choose performance indicators that will show if goals are being achieved

**Day 3: Developing meaningful and useful performance indicators**

- Hand-on-practice at defining the program results
- Selecting the right performance result indicators for your program

**Day 4: 2: Strategic data collection**

- How to locate comparative data from government records, other departments and jurisdictions.
- Using a current government program to develop strategies to pinpoint areas for program improvement

**Day 5: Linking performance results information to your key business decisions.**

- Using performance results information for strategic planning, program
  - Evaluation and funding decision, accountability reporting resource allocation,
  - Employee appraisal.
- Reporting Performance Measures
- Creating useful and usable performance report that inspires action
- Focusing on gaps between as-in and to-be performance
- Improving Business Processes to move as-in performance toward to-be

**LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N250, 000**  
In-plant Fee Negotiable

**WORKSHOP FEE:**

**N250, 000 per participant, VAT –N18, 750**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814  
24/7 Lines: 234-8068933608, 234-8029170491, 234-8145745664,  
& 234-9112830607**

**Training Methodology**

Lectures, discussions, exercises, case studies, audio-visual aids will be used to reinforce these teaching/learning methods.