

ABOUT the Performance Measure Blueprint Workshop

Is this workshop for you?

The Performance Measure Blueprint Workshop is for **Strategic Planners, Business Analysts, Performance Measurement Practitioners & Consultants, and results-oriented Managers, Executives and business owners** who:

- need to generate lots of **buy-in** in their team for measuring and improving performance
- need to **improve performance** but aren't sure where to start or exactly what to do
- want a way to **clearly communicate goals** to their team, their customers, their colleagues
- have **KPIs that just aren't useful or used**, but aren't sure why, or how to change them
- want to know **the real steps to implement** KPIs that are meaningful and useful and not just about filling in the KPI column in their plans
- want a refresher on the essentials** of developing KPIs, to finetune their practice
- are still waiting to **discover the secrets** of making performance measurement work

What will you learn?

The Performance Measure Blueprint Workshop is **not new, not rocket-science and not a flash-in-the-pan fad**. It's about proven how-to techniques, real-life case studies, and loads of time for you to practice straight away what you learn with support from experts.

You will learn how to:

- make your strategy concrete, cascaded and MEASURABLE
- select and DESIGN performance measures FAR BETTER than brainstorming or benchmarking ever can
- get BUY-IN to performance measurement and improvement
- make your measures COME TO LIFE (not sit motionless in the KPI column in your plan)
- avoid the FATAL MISTAKES in reporting your measures
- put your measures to work, to IMPROVE your organisation's bottom lines

The detailed workshop agenda is over the page.

Who is your presenter?

Stacey Barr, the Performance Measure Specialist, has specialised in organisational performance measurement since 1993, and this workshop is the culmination of all her most practical learnings and innovations since then.

Stacey is known for her unusually high level of practicality, her approachable presentation style, and her innate ability

to balance the technical rigour of performance measurement with the social, human side. Learn more about Stacey at www.staceybarr.com.

It's not just a workshop...

A comprehensive workshop binder includes the workshop PowerPoint slides, examples, worksheets and checklists to help you apply what you learn throughout the workshop.

A CD of all the templates and tools, handouts, case studies and more, to use with your colleagues as you share your knowledge and involve them in performance measurement activities.

A bonus post-workshop Q&A teleconference, a few weeks after the workshop, gives you a chance to ask questions, share your progress and get a boost of inspiration. It will help you on your way to implementing what you learned at the workshop.

Where and when?

The 2010 Performance Measure Blueprint Workshop Program includes workshops at these locations:

- ~~Brisbane, Mar 17 & 18~~ CLOSED
- ~~Perth, Apr 21 & 22~~ CLOSED
- ~~Canberra, May 19 & 20~~ CLOSED
- ~~Singapore, Jul 21 & 22~~ CLOSED
- ~~Sydney, Aug 18 & 19~~ CLOSED
- ~~London UK, Sep 22 & 23~~ CLOSED
- Melbourne, Oct 20 & 21
- San Francisco USA, Nov 8 & 9
- Boston USA, Nov 15 & 16

Venues will be announced as registration opens for each event. For the latest information, go to www.performancemeasureblueprint.com.

How to register:

A fax-back **registration form is attached**, if you prefer offline registration.

Alternatively, you can **register securely and easily online** at www.performancemeasureblueprint.com where discounts are automatically applied for the Early Bird and Group Rates.

If you have any questions, contact us at info@staceybarr.com.

The Workshop PROGRAM

Day 1: Designing Performance Measures

8:30am rego for a 9:00am start, 5:00pm finish

session 1: performance measurement is a process, not an event

- performance measure terminology, purpose and process
- stages of performance measure implementation
- forming your performance measure team

session 2: deciding what needs to be measured

- cascading your strategy (not fragmenting it)
- a technique to make strategy (i.e. your goals, objectives or priorities) measurable
- using the template to map out the measurable elements of your strategy

session 3: designing meaningful performance measures

- traditional approaches to selecting measures, and why they fail
- a technique to design measures that are meaningful, relevant, cost-effective
- using the template to easily design measures for even the most intangible results

session 4: helping people buy-in to performance measures

- why people don't buy in to performance measures
- strategies for letting buy-in happen
- using the "measure gallery" technique to build buy-in and generate excitement

Day 2: Implementing Performance Measures

8:45am for a 9:00am start, 4:30pm finish

session 5: defining the 'bring to life' specifications of performance measures

- why so many measures are never brought to life (i.e. never get reported or used)
- a technique for specifying exactly how each measure should be implemented
- using the measure definition template

session 6: analysing & reporting performance data

- answering the business questions that drive performance improvement
- techniques for designing useful and usable performance reports and graphs
- using the templates for report design to make your measures useful and usable

session 7: using performance measures to improve performance

- the role of performance measures in decision making
- a technique for integrating performance measures into your decision processes

session 8: pulling your performance measure blueprint together

- considerations for implementing performance measurement
- your take-away action plan

Why this workshop?

Attendees at all previous Performance Measure Blueprint Workshops rate it on average 8.5 out of 10 and rate their likelihood to recommend it to others at 9 out of 10, on average. (Yes, of course we measure the workshop's success!)

"Stacey, I have attended your workshop in July, and since have been reading your many resources and newsletters. Your philosophy and approach, and the language and methods you use to get your messages across, are so in line with how I operate, and I am totally inspired by this." - Kylie McIntosh, HR Officer, Roche Products Pty Ltd, Australia

"Your style and materials are very approachable, and you explained everything so clearly that I never felt baffled ... The course is really designed with the learner in mind. Thanks!" - Vicky Stanbridge, Principal Adviser in a government organisation, New Zealand

"Stacey, I would say 'insights' would be a gross understatement of what I've learned on performance measurement from your Performance Measure Blueprint Audio Program. It's more like 'revelations'. We've been using the Measure Design technique all this week and culminating today, and it is going superbly. You guys are THE best! Thank you." - Jerry Stigall, Director, Organization Development, Strategy, & Policy, Douglas County Government, USA

"With the knowledge that I have gained, I have created a report suite that shows our performance clearly at all levels of management and also at the process level. These reports are now used widely throughout the branch by the extended management team and in other areas of the company. The knowledge that I have gained through the workshop has enabled me to grow into my role as a performance measurement champion and I have built a reputation of being the person to talk to in how to setup and assess reports for other areas in the business, and even in other companies." - Fiona Issel, Senior Distribution Design Support Officer, Western Power

"In our opinion, this was the best, most practical workshop both of us have ever attended. This is the most straightforward, well thought through approach to developing and reporting performance measures that we have seen." - Grant Bennett & Warren van Wyk, Redland Shire Council, Australia

Registration Form

TAX INVOICE | ABN 57 129 953 635

Confirmation of your registration will be provided within 5 business days.
 Australia: This form is your Tax Invoice for GST purposes.

Who's coming?

Name: _____
 Position: _____
 Organisation: _____
 Email: _____
 Address: _____
 City: _____ State: _____ Postcode: _____
 Phone: _____
 Special Needs: _____

To register additional people, please attach their details on the following page.

Payment:

A condition of registering is your agreement to the terms & conditions, to the right.

I have read & agree to the terms & conditions, to the right.

Workshop Location:

Please note the Early Bird cut off dates.

<input type="checkbox"/> Brisbane, Mar 17 & 18 CLOSED	<input type="checkbox"/> Perth, Apr 21 & 22 CLOSED	<input type="checkbox"/> Canberra, May 19 & 20 CLOSED	<input type="checkbox"/> Singapore, Jul 21 & 22 CLOSED
<input type="checkbox"/> Sydney, Aug 18 & 19 CLOSED	<input type="checkbox"/> London UK, Sep 22 & 23 CLOSED	<input type="checkbox"/> Melbourne, Oct 20 & 21 (EB: Sep 17)	<input type="checkbox"/> San Francisco USA, Nov 8 & 9 (EB: Oct 1)
			<input type="checkbox"/> Boston USA, Nov 15 & 16 (EB: Oct 8)

Workshop Rate:

Amounts are in Australian Dollars. GST applies to Australia only.

Number of **full fee** registrants (after early bird* cut-off): _____ x \$1800 (\$1980 with GST)
 Number of **15% off** registrants for early birds*: _____ x \$1530 (\$1683 with GST)
 Number of **30% off** registrants for groups of 5 or more**: _____ x \$1260 (\$1386 with GST)

Payment Method:

Payment prior to the workshop is mandatory.

Credit Card: Visa MasterCard Diners Club AMEX

Total Amount: \$ _____
 Card Number:
 CVV (last 3 digits on back of card): Expiry Date: /
 Name on Card: _____
 Signature: _____

Cheque for total: \$ _____ Australia only - made payable to Stacey Barr Pty Ltd
 Direct Debit for: \$ _____ BSB: 064105 Account: 1028 5300 SWIFT: CTBAU2S

Register by post, fax or email:

Post: PO Box 422, Samford, Qld 4520, Australia
 Fax: 07 3112 4116 (international +61 7 3112 4116)
 Email: info@staceybarr.com
 Online: www.performancemeasureblueprint.com

Terms & conditions

Guarantee

If during the workshop you decide to withdraw from it, and wish to obtain your money-back guarantee, you must do so either at the workshop, or in writing within 3 months of your attendance at the workshop. E-mail info@staceybarr.com

Workshop Recording

The workshop sessions may be recorded. Registering for this workshop is your agreement to being recorded whilst attending the workshop and release all rights to Stacey Barr to sell these recordings at a later date.

What's Included

Lunch, refreshments and a detailed workshop manual with resource CD.

Cancellation Policy

You may make substitutions at any time prior to the workshop. Cancellations will incur a \$198 service fee per registrant. Registered participants who do not attend the workshop or who cancel less than 2 weeks prior to the workshop either forfeit the workshop fee or can transfer to a subsequent workshop (one transfer only). To substitute, transfer or cancel, e-mail info@staceybarr.com

Program Changes

Stacey Barr reserves the right to alter dates and/or times of the workshop if registration criteria are not met or if conditions beyond her control occur. All efforts will be made to contact each registrant if changes occur. If the program is not held for any reason, Stacey's liability is limited to the workshop fee only.

* Early Bird Rate

To qualify for the early bird rate we must receive your registration with payment on or before the early bird cut off dates listed to the right, with the workshop locations.

** Group Bookings

The group rate is available only for 5 or more people from the same organisation in the same booking. If you wish to register 10 or more people, contact us about your own in-house workshop by emailing info@staceybarr.com

Who else is coming?

Name: _____
Position: _____
Organisation: _____
Email: _____
Address: _____
City: _____ State: _____ Postcode: _____
Phone: _____
Special Needs: _____

Name: _____
Position: _____
Organisation: _____
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Address: _____
City: _____ State: _____ Postcode: _____
Phone: _____
Special Needs: _____

Name: _____
Position: _____
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Special Needs: _____

Name: _____
Position: _____
Organisation: _____
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City: _____ State: _____ Postcode: _____
Phone: _____
Special Needs: _____