

PUMMP

BLUEPRINT WORKSHOP

MAKE PERFORMANCE MEASUREMENT EASIER, FASTER, MORE MEANINGFUL & ENGAGING
BOOK YOUR PRIVATE IN-HOUSE TRAINING PROGRAM

ARE PEOPLE ENGAGED IN MEASURING? PROBABLY NOT.

Performance measurement isn't about brainstorming or a set of industry KPIs you buy off the shelf. It's not how to hold people accountable, either.

The key to a high-performance culture is meaningful measurement. Done well, it deeply engages people in strategy execution and performance improvement.

WE NATURALLY STRUGGLE WITH MEASURING PERFORMANCE.

Most of us – executives, managers, strategy or performance professionals, and analysts – struggle to measure what matters, and measure it well. And our struggles are, surprisingly, universal. We struggle to:

- Easily find meaningful measures
- Get true buy-in to performance measurement
- Strongly align measures to strategy
- Measure intangible goals
- Use measures to improve and reach targets

We all want performance measures that create a true performance culture that achieves goals and continually improves performance. To have this, the struggles must go. We need to understand their root causes, to find out how we can eliminate them.

BAD KPI HABITS CAUSE OUR KPI STRUGGLES.

In the absence of a proper performance measurement methodology, some bad KPI habits have become common practice. Some of the bad KPI habits are:

- ✗ Brainstorming KPIs and measures
- ✗ Writing goals with weasel words
- ✗ Not giving people ownership of measures
- ✗ Measuring the performance of people
- ✗ Rushing too quickly to build dashboards

The PuMP Blueprint was designed to replace these bad KPI habits with practices that work, without struggle.

THE PuMP BLUEPRINT WORKS.

PuMP has been proven over 20 years (around the world, in all sectors and hundreds of industries) as a practical and engaging method to measure what matters.

With PuMP, you reach more targets (that matter), sooner and with less effort. You get a higher rate of return on every improvement initiative. You build a performance culture, where people are fully engaged in the part they play in fulfilling the mission and pursuing the vision.

"PuMP is a great program. It's making it very easy for us to develop meaningful measures for our organisation."

Amanda Kent, Public Service Department, New Zealand

GET KPI KNOW-HOW + CAN-DO.

The PuMP Blueprint Workshop teaches the how-to techniques of a deliberate and proven performance measurement methodology.

The workshop focuses on practical techniques, logical templates, real-life case studies, engaging interaction, and time for practice with expert coaching. You will:

- ✓ Make your strategy measurable and easier to communicate and cascade

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- ✓ Select and design performance measures that are meaningful, quantitative, and feasible
- ✓ Get buy-in from staff and stakeholders to own performance measurement and improvement
- ✓ Bring your measures to life in a consistent way, using the right data and with the right ownership
- ✓ Clearly see the real signals from your measures about whether performance is improving or not
- ✓ Design insightful and actionable reports and dashboards that focus discussion on improvement
- ✓ Reach your performance targets, with strong alignment between measures, goals and actions

All participants get a practical reference workbook, copies of all the PuMP templates, a case study, and optional PuMP Certification, provided by international certifier, APMG.



"I really enjoyed the PuMP course but more than that I have learnt so much more and when I ran into obstacles (real or imagined) Mark and the other participants were quick to unpack the problems and help with real solutions. It was also great to talk to other people going through the same problems in their organisations and discussing ways in which to move forward."

Marissa Cairncross, Principal Performance Adviser | Performance and Analytics

PuMP GIVES YOU A 10-FOLD RETURN.

Implement just one measure with PuMP, and use it to reach one goal. Doing this, we see people achieving ROIs of 10 times and more. That's the power of measuring well: very high ROI on your change initiatives.

The more people who know and practice PuMP, the sooner you will build a high-performance culture. But we recommend you start with those people who are ready now for a new approach to measurement.

"I contracted Stacey to deliver a number of training programs... I cannot speak highly enough of Stacey and her PuMP Blueprint... I highly recommend Stacey's training as the best in the business."

Melinda Varley, Director Business Performance Management, Australian Public Service

YOUR INVESTMENT IN PuMP...

The fees for your workshop with at least 15 people, delivered by expert PuMP facilitator Mark Hocknell, are:

Price **per person** in Australian dollars and excluding GST

Option 1: **In-person delivery** of your 3-day PuMP Blueprint Private Workshop for 15 to 35 people at your chosen venue. Travel is invoiced at cost. \$2,250pp

Option 2: **Online delivery** of your PuMP Blueprint Private Workshop, with your choice of 3 full days or 5 half-days, for 15 to 25 people. We use Zoom for high engagement and interaction. \$2,250pp

YOUR NEXT STEP...

To book your private PuMP Blueprint Workshop, or a chat with Stacey for more details, please contact us:

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ABOUT YOUR PUMP FACILITATOR, MARK HOCKNELL



Mark Hocknell is our Licensed PuMP Partner Asia-Pacific, has been applying, facilitating and teaching PuMP since 2007. He delivers all our public and private PuMP Blueprint Workshops and Evidence-Based Leadership Programs in Australia, New Zealand and Asia-Pacific.

Mark is our most experienced PuMP facilitator. Next to PuMP founder, Stacey Barr, he knows more about PuMP than anyone else.

Mark's style is open and easy-going, engaging and collaborative. He's known for his ability to encourage and inspire people to see things in new ways. And he has loads of insightful stories from his many years of experience as a manager, a consultant and a performance measurement expert.

He specializes in performance measurement, evidence-based leadership, and customer-centric business.

ABOUT PUMP'S CREATOR, STACEY BARR



Stacey Barr is an evidence-based leadership and organisational performance measurement specialist. She is the author of two books, *Practical Performance Measurement* and *Prove It!*

Stacey created PuMP in the 1990s, when she worked in the corporate world, to overcome her own struggles with how to measure performance.

Since then, Stacey discovered that her struggles were common for almost everyone else, regardless of their sector, industry or country. And PuMP quickly became a world-renowned methodology for practical and meaningful performance measurement.

She is known for especially for her practicality, and the way she takes abstract concepts like measurement and makes them clear, logical, engaging, and easy to apply.

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