Performance Measurement and Evaluation

Course outline

Provided by: Performance Management Consultants – PMC Training

Reference no.	222-16
Duration	2.00 day(s)	12:00 hours [1]
Website link	https://pmctraining.com/training/performance-measurement-and-evaluation/

How to Measure the Success of a Program

A policy is created; a program designed and then launched. What comes next? First comes short term performance measurement which seeks to answer questions around efficiency: "How are we doing?" and "What needs improvement?" Then, after a longer period, normally five years, it is time for an evaluation to assess effectiveness, which seeks to answer "How did we do? and "Were we successful?"

Over time, various levels of governments have parceled off performance measurement and evaluation to the back corner of a department, often separating it from the specific program under review. This workshop seeks to provide policy analysts and program and community managers with a set of integral tools to assess their own programs and make adjustments as the need arises. The goal is increased efficiency, effectiveness, and economy.

Learning outcomes

By the end of this workshop, you should be able to:

- Understand the relationship between program planning and evaluation
- Understand the difference amongst audit, performance measurement, and evaluation
- Design a logic model
- Develop a performance measurement and evaluation framework

Workshop topics

- Current practices of performance measurement and evaluation
- Overview of the world of program design, performance measurement, and evaluation
- Understanding the origins of a program:
  - Define the problem that needs to be addressed
  - Identify program objectives

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[1] The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Creating a logic model
    - With emphasis on the difference between outputs and outcomes
- Identifying performance indicators
- Creating a generic performance measurement and evaluation plan
- Getting the data (quickly on quantitative; more on qualitative analysis)
    - Interview design
    - Survey design

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

This course is designed for policy analysts, program officers, subject-matter experts, managers and other interested participants.