

PUMP

BLUEPRINT WORKSHOP

MAKE PERFORMANCE MEASUREMENT EASIER, FASTER, MORE MEANINGFUL & ENGAGING
BOOK YOUR SEAT AT THE UPCOMING PUBLIC KPI TRAINING PROGRAM

ARE PEOPLE ENGAGED IN MEASURING AND IMPROVING PERFORMANCE?

Performance measurement isn't a brainstorming workshop or a set of industry-specific KPIs you buy off the shelf. It's not a way to hold people accountable to their roles, either.

Meaningful performance measurement is the key to a high-performance culture. When done well, it deeply engages people in strategy execution and performance improvement.

BUT 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. People's struggles with measuring performance 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 improve performance. To have this, the struggles must go. We need to understand their root causes, to find out how we can eliminate them.

OUR STRUGGLES ARE CAUSED BY BAD KPI HABITS.

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) as a practical 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.

"The course offers deep insights and ably simplifies the usually complicated performance measurement process. Most importantly, Peter delivers with in-depth knowledge, rich experience, great passion and communication ability."

Prisca Ampumuza, Director of Strategy, Bank of Uganda

THE PUMP BLUEPRINT WORKSHOP GIVES YOU KNOW-HOW + CAN-DO.

The PuMP Blueprint Workshop teaches the how-to techniques of a deliberate and proven performance measurement methodology. The workshop emphasis is on practical techniques and templates, real-life case studies, and time for practice with expert coaching. You will:

- Make your strategy measurable and easier to communicate and cascade
- 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 (by online exam).

“Amazing delivery of the course and eye opening content ... can't ask for better.”

Esra AlShammari, Head Strategy Mngt & Analytics, BNET

YOUR INVESTMENT IN PUMP WILL EASILY GIVE 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.

The workshop fee per person is US\$ 2,530, excluding VAT. It includes tuition, training material and free Silver

membership in our online PuMP Community.

YOUR NEXT STEP...

Visit our website to book for the upcoming PuMP® Blueprint Workshop or contact us for more details:

Register: www.b-sea.org

Call: +254 707 968 982

Email: Info@b-sea.org

Location: Cape Town, SA PuMP Blueprint Workshop

Dates: November 1st – 3rd 2023 (Full Day)

Early Bird Discount of 20% per person if you register by 21st September 2023.

A Group Rate Discount of 20% per person will automatically be applied when 2 or more participants from the same organization, register for the same workshop, and pay at the same time, but it cannot be combined with the early bird rate.

WHO SHOULD ATTEND THE WORKSHOP

Executives and other leaders set the direction and encourage staff to measure and improve the right things. They need to be involved at the start, setting measurable goals and meaningful measures. And they need to be involved at the end, interpreting and using measures to prioritize initiatives.

Strategic Planning and Performance Measurement Professionals facilitate the entire process of crafting, implementing and using more meaningful performance measures for manager and staff throughout your organization. They need to be the masters.

Business Analysts and Reporting Officers work within specific steps of the performance measurement process, collating and analyzing data and presenting performance information in reports. They find it useful to see the end-to-end measurement process to appreciate the role they play in implementing a standardized corporate approach.

Projects Manager, Performance Improvement Officers and Consultants use performance measurement in their day-to-day client work or improvements projects. They want simpler steps to save time and angst in deciding what to measure, getting data and reporting it.



THE 3-DAY WORKSHOP PROGRAM

Pre-Workshop Session

In this 2 hour session, we get to know each other and discuss the place of performance measurement in strategic performance management, M&E and other performance improvement processes and systems.

Days 1 to 3

We don't provide you with a time schedule for the 3 days, because our presenters adjust the flow and timing based on each group's specific needs. Suffice to say, the overall flow follows the 8 Steps of PuMP in order. The amount of time spent on each step, and the amount of practice and coaching, again is tailored to each specific group.

Introduction: We discuss the problems with performance measurement and how to solve them by thinking about performance measurement as a process.

STEP 1: Understanding Measurement's Purpose

We start with the PuMP® Diagnostic to help your Measures Team understand what good measurement means, and how to do it properly to avoid the most common struggles and problems.

STEP 2: Mapping Measurable Results

We explore why it is so hard to measure the right things, how to test if a goal is measurable enough and fix it using the PuMP® Measurability Tests, and how the PuMP® Results Mapping technique makes strategy easier to understand and measure.

STEP 3: Designing Meaningful Measures

We review the traditional approaches people take to selecting measures and why they fail, and then see how the PuMP® Measure Design technique produces measures that are meaningful, relevant, cost-effective and easy for people to buy-into.

STEP 4: Building Buy-in to Measures

There are some very specific reasons why people don't buy-in to performance measures, which we will explore, and we'll see how the PuMP® Measure Gallery technique can build buy-in and generate excitement for performance measurement.

STEP 5: Implementing Measures

We talk about why so many measures are never brought to life and how the PuMP® Measure

Definition technique is so useful for specifying exactly how each measure should be implemented.

STEP 6: Reporting Performance Measures

We look at why typical performance reports are useless, and discover how the PuMP® Report Design technique quickly and easily produces performance reports that answer the 3 essential performance questions.

STEP 7: Interpreting Signals from Measures

It is so easy to misinterpret performance measure signals, and frighteningly, most people do. So we'll follow the PuMP® Measure Interpretation technique to make interpretation of performance measures easier, valid and incredibly insightful.

STEP 8: Reaching Performance Targets - Putting it into Practice

This is an "Implementation Day" for participants to develop their own new measures, under the guidance of the facilitator; focusing on how to start implementing PuMP® to choose, create and use your first meaningful performance measures, in a way that brings quick success.

ABOUT YOUR PUMP FACILITATOR, PETER NDA



Peter is a strategy execution specialist, best known for using approaches that make it simple and practical for organisations to design and implement their strategy and performance management systems, including the balanced scorecard. He is the PuMP Partner for Africa, a Certified Polarity Approach to Continuity and Transformation (PACT™) Process trainer and consultant, and formerly an Associate of the Balanced Scorecard Institute.

Peter is the founder of BSEA with over 20 years' experience in financial and strategic management at the C-Suite, coaching, consulting, and training. Peter's strategic management experience is in strategy design, strategic performance management (including balanced scorecard based strategic performance management systems), performance measurement, polarity management and business model design.