

PERFORMANCE MANAGEMENT IN THE PUBLIC SECTOR

REGISTRATION

To participate in this programme, kindly complete the registration and send to:

Programme Director
InterAfrica Group

Please make copies of this form for additional delegates

Title(Mr,Ms,Mrs, Dr,etc).....First Name.....

Surname.....Position/Job Title.....

Organisation.....

Address.....

City.....Postcode.....Country.....

Telephone.....Fax.....

Cell No.....e-mail.....

A receipt and joining instructions will be sent to you acknowledging registration details.

PARTICIPATION FEE: US\$3,395.00 per participant

This covers:

- Participation in the programme
- All documents, instruction and written materials
- Lunch & Refreshments

Hotel Accommodation

Fees do not include hotel accommodations, airline tickets etc, For assistance, kindly contact the programme director for a list of hotels.

PAYMENT: By Bank Transfer

BANK DETAILS

Bank:	First National Bank
Branch:	Western Gauteng IBC
Address:	Cnr. Main Avenue & Republic Road, Randburg, 2194 Republic of South Africa
Account Number:	0158194
Branch Code:	201-219
Swift:	FIRNZAJJ
Account Name:	InterAfrica Consulting

For further information, kindly contact:

Danny

Tel:	+27 76 378 7015
Fax:	+27 86 651 6993
e-mail:	programmes@interafricaconsulting.com



Performance
Management
in the Public Sector

Setting goals, driving accountability and improving outcomes

This programme provides an insight into the latest thinking, tools and techniques in performance measurement and management. It will draw on current research agendas and practices and will focus on the development of integrated performance measurement systems in the public sector

DATE
19-30 May 2014

VENUE

Funisa Centre
427 Fir Avenue,
Ferndale, Randburg,
Johannesburg,
South Africa



InterAfrica Group
Consulting • Research • Training • Conferences

PROGRAMME OVERVIEW

Public sector organizations around the world face unprecedented pressure to improve service quality while progressively lowering their costs.

Now more than ever government agencies around the world are being challenged to operate on tighter budgets while increasing the efficiency of their organisations. At the same time, they are expected to become more accountable, customer focused and responsive to stakeholder needs.

Working better and with fewer resources is the paradigm shift that is occurring in public sectors all over the world. Evolving expectations from multiple stakeholders — service recipients, employees, funding authorities, communities and taxpayers — have brought about a new way of doing business throughout the public sector

Achieving these goals involves a transformation in management practices, processes and culture.

This two-week programme presents the key concepts of measuring and rewarding performance at the organizational, group and individual levels. It is specifically designed from a public sector perspective and suited for all officials who are involved in performance management and measurement.

The programme is a mine of useful information on public sector performance measurement practice, logically presented and allied to practical guidance and expert tips on what to consider in refining or preparing a performance measurement system

At the end of the programme, participants will have developed:

- greater knowledge of the principles and practices of performance management
- the ability to properly assess current PM practice in their respective departments and to make suggestions for improvement
- the ability to facilitate the development of a PM framework for their departments, and;
- a strong commitment to the implementation of PM systems in the public service as a tool for public sector reform.

Participation Fee: US\$3395.00 per participant

Who Should Attend

- Chief Executives
- Directorate Heads
- Line Managers
- HR Managers
- Performance Managers
- Finance Directors and Financial Controllers
- Performance Management, Improvement and Delivery Teams
- Strategy and Policy Planning Units

PROGRAMME OUTLINE

- THE NEW PUBLIC SECTOR PERFORMANCE AGENDA
- PERFORMANCE MANAGEMENT & A REVIEW OF STRATEGIC PLANNING
- ALIGNING GOALS, STRATEGY & PERFORMANCE
- ROADMAP FOR EFFECTIVE PERFORMANCE MANAGEMENT
- CHOOSING A STRATEGIC MEASUREMENT FRAMEWORK
- LINKING PERFORMANCE MANAGEMENT AND FINANCE INFORMATION
- DEVELOPING AN INTEGRATED APPROACH TO PERFORMANCE MANAGEMENT
- PERFORMANCE MONITORING & EVALUATION : TOOLS & APPROACHES
- APPLYING THE BALANCED SCORECARD TO THE PUBLIC SECTOR
- DEVELOPING A PUBLIC SECTOR SCORECARD
- THE PEOPLE ASPECT OF PERFORMANCE MANAGEMENT

FACULTY

This programme is delivered by a diverse and experienced team of senior faculty in performance management, strategic planning and human resources development.

All of our faculty are active professionals and consultants who are able to bridge theory and practice



About InterAfrica Group

The InterAfrica Group specializes in helping private and public sector organisations measurably improve individual and organizational performance

Our comprehensive approach to helping organisations achieve results integrates consulting, research, strategic communication and affiliate capabilities with training and conferences to help you identify, address and measure all of the influences within your organisation that impact your success.

Our vision is to motivate people to deliver great service and achieve great results through organisational effectiveness and corporate culture

Our goal is to help you develop employees at all levels who demonstrate accountability and responsibility, and have an unequalled proficiency in working together to achieve organisational goals and objectives.