



Key Performance Indicator Essentials Live Online or In Person

Program Overview

The Key Performance Indicator (KPI) Essentials Course is designed to provide a fundamental level of knowledge for individuals to learn the importance of proper KPI development and deployment. Participants will be introduced to the MPRA KPI Development model, as well as numerous other development tools and techniques that can be used to effectively measure and improve strategic, operational, employee, risk, or project performance.

Who Should Attend

This course is recommended for those who have been tasked to plan, develop, or improve organizational performance. Courses are taught by highly-experienced instructors with backgrounds in private, public, and nonprofit-sector organizations.

Key Performance Indicator Essentials



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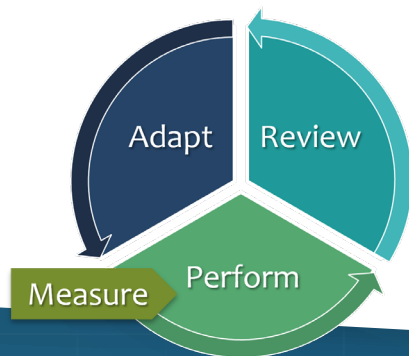
Key Performance Indicator (KPI) Essentials is a one-day interactive experience designed to help individuals and teams understand the basic elements of developing and selecting performance measures that are most meaningful. Participants will be introduced to the MPRA KPI Development model, as well as numerous other development tools and techniques that can be used to effectively measure and improve strategic, operational, employee, risk, or project performance. The program is a mix of lectures, discussion, and hands-on exercises designed to provide participants with key principles necessary to develop effective performance measures.

Participants will learn how to:

- ▶ Create buy-in and a culture of continuous performance improvement
- ▶ Drive performance-informed budgeting and accountability
- ▶ Develop best practice KPIs, performance targets, and management dashboards
- ▶ Improve performance of departments, teams, programs, projects, risks, and individuals
- ▶ Communicate performance information throughout the organization to better inform decision making

Teaching Style

Senior Associates who facilitate the program use a combination of short lectures, examples, and relevant exercises to help participants learn and apply KPI concepts. Facilitators also share proven instruments, templates, checklists, analysis tools and success stories to reinforce learning.



MPRA KPI Development Model

Course Outline

Key Performance Indicators (KPIs) Overview

- ▶ Basic concepts of KPIs and performance management
- ▶ Connecting leading and lagging measures

Developing KPIs

- ▶ The MPRA methodology for KPI development
- ▶ Direct and indirect measurement
- ▶ Developing alternative measures
- ▶ Brief introduction to models and tools such as Logic Model and Process Flow

Selecting the Right Measures

- ▶ Selecting measurement based on strength, availability, and relevance
- ▶ How and when to develop composite indices

Data Reporting

- ▶ Introduction to performance analysis, reporting, data normalization, and visualization
- ▶ Developing baselines and targets
- ▶ Defining and documenting performance measure MPRA KPI Development Model

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