

DEVELOP MEANINGFUL PERFORMANCE MEASURES

REAL SUCCESS IS MEASURABLE.

High-performing organizations fulfill their mission, achieve their vision, reach targets that matter, and do this sooner and with less effort. They have a performance culture of people fully engaged in their contribution to the organization's success. Measuring performance, meaningfully, is an essential cornerstone to success.

When done well, meaningful performance measurement deeply engages people in strategy, execution, and performance improvement.

BUT WE STRUGGLE WITH MEASURES.

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

- Find meaningful measures
- Align measures to strategy
- Measure intangible goals
- Get true buy-in for performance measurement
- Use measures to improve and reach targets

We all want performance measures that are meaningful to achieving goals, continually improve performance, and create a true performance culture. To have this, the struggles must go. To eliminate them, we need to understand their root causes.

Imagine your strategy is easier to communicate, easier to measure, easier to deploy, easier to execute.

**What would that be worth?
What would that save?**

OUR STRUGGLES ARE CAUSED BY BAD KPI HABITS.

These struggles are caused by bad KPI habits developed by not having a true performance measurement approach. Unfortunately, the bad habits have become common practice. Some of these bad KPI habits are:

- Writing goals with vague language and “weasel words”
- Brainstorming to identify KPIs and measures
- Using measures to judge people
- Rushing to build dashboards

Performance culture is a result. Good performance measurement methods and behavior build a performance culture. Poor KPI habits must be replaced. The PuMP® Blueprint is the clear, easy, fast, and engaging way to replace them.

THE PuMP BLUEPRINT WORKS.

PuMP has been proven for over 25 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 fulfilling the mission and pursuing the vision.

“Many models and courses say we need measures, but this is the only one that provides a process and toolset to actually develop a coherent set of meaningful measures and clarify how to execute our strategy.

This was the best integration of performance and strategy I have ever seen.”

*Director of Strategic Planning and Performance,
U.S. Federal Agency*

PuMP

BLUEPRINT WORKSHOP

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WHAT IS PuMP?

PuMP is a practical and logical 8-step process to choose, create, and use meaningful measures and drive high-ROI improvement.

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

During the workshop you will learn how to:

- **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 to know 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

The first two days of the workshop walk participants through the 8 steps of PuMP, learning and practicing how to develop meaningful measures. On the third day, you'll put the first few steps into practice for your own organizational goals, and head back to work with measures already drafted.



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WHY PuMP WORKS.

If you want a strong performance culture you need the strong performance behaviors. PuMP is the way to develop proper and strong performance behaviors.

- It starts by replacing fear of judgement from performance measures with a passion for learning how to lift performance and improve results.
- Then, we clarify goals, and measure them meaningfully, at all levels of the organization.
- Now, we have useful information for evidence-based decisions that improve performance.
- This then becomes a natural part of how we work. We learn from performance data, reach targets, and accomplish mission objectives.
- We become a high-performance organization, because we do what high-performance organizations do – aim for what we achieve.

BECOME PuMP CERTIFIED.

PuMP is certified by APMG, the world's leading accreditation and exam institute for professional certifications.



After completing the workshop, you can choose to take the PuMP Certification exam, and a certificate and digital badge is provided on your successful achievement of a 75% score. Taking the exam is a quick, easy and

fun way to review what you learned throughout the program - increasing the likelihood you'll apply PuMP successfully today and in the future.

IS THIS WORKSHOP FOR YOU?

Executives and leaders who set the direction and encourage staff to measure and improve the right things.

"The workshop ran was revelational - truly. As a result, it's strengthened the focus in our organization about what matters most."
-- Todd MacDougall, CEO, Corcom

"I have known the value of results-based performance management, but this course gave me the tools and structured approach necessary to implement it more effectively in my organization."
-- Director, Assessment and Program Evaluation, U.S. Federal Agency

Strategic Planning and Performance Measurement

Professionals who facilitate the entire process of creating and using meaningful performance measures.

"Objectively, the tools and concepts learned in the program help articulate the ultimate goals (vision) for the agency, provide a means to show the alignment between different levels of the agency, and show progress towards the goals. ... It is a great tool to focus efforts on goals throughout the agency."

-- Senior Manager, U.S. Federal Defense Agency

Business Analysts and Reporting Officers who work within specific steps of the performance measurement process, collating and analyzing data and presenting performance information in reports.

"The knowledge that I have gained through the workshop has enabled me to grow into my role as a performance measurement champion."
-- Fiona Issel, Senior Distribution Design Support Officer, Western Power

"I believe that the best strategies and goals are derived from deep analysis such as that required by this process."

Division Chief - Corporate Assessment and Program Evaluation, Federal Agency

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TO DISCUSS YOUR PuMP PROGRAM...

The PuMP Blueprint program is available as a 3-day workshop delivered on-site or virtually using on-line technologies. Whether on-site or virtual, the workshop is delivered live by a certified expert.

To arrange a chat about your situation and explore how PuMP can help your organization develop and use meaningful measures contact:

Call: Brook Rolter 703 628 0340
Email: Brook@RolterAssociates.com

"The content and instruction was outstanding even with the workshop being conducted virtually due to COVID-19 .

I really appreciated the technology that was incorporated in the workshop (more than I thought I would like it), and the group breakout sessions made me think more about how it translates into my own work.

The workshop and the information are incredibly valuable for our organization in understanding how to drive performance."

Health Care Policy Organization

SCHEDULE & DELIVERY OPTIONS TO FIT YOUR ORGANIZATIONAL RHYTHM.

The PuMP Performance Measure Blueprint Workshop can be scheduled to fit your organization's needs.

PUBLIC WORKSHOPS

Coming back to the United States soon in 2024.
Email Brook@RolterAssociates.com for details.

ON-SITE WORKSHOP

(Private, On-site Site)

3 Day Schedule:

The private, on-site PuMP Workshop is scheduled for three consecutive days, including a capstone exercise on the final day.

Alternative schedules can be arranged as needed to best fit the rhythm and needs of your organization.

VIRTUAL WORKSHOP

(Live Online Interactive)

3 Day Schedule:

The PuMP Online Interactive Workshop can be scheduled for three consecutive business days, just like an on-site workshop.

Expanded Schedule:

Divided in multiple half-day sessions, the PuMP Online Interactive Workshop can be scheduled across multiple days within a 1 or 2 week period. Alternative scheduling of sessions can be arranged, if desired.

Participation:

Workshop participants attend the PuMP Interactive On-line Workshop from their home or office. There is no need to reserve a training or conference room. We use industry platform collaboration technology and tools, or the platform and collaboration tools available within your organization.

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ABOUT YOUR PuMP INSTRUCTOR & FACILITATOR, BROOK ROLTER



Brook Rolter is our Licensed PuMP and EBL Partner in the United States and has been applying, facilitating, and teaching PuMP and EBL since 2015.

Brook specializes in improving organizational performance. Since 1998 his management and organization development consulting practice has

worked with executives and management teams integrating strategy, performance, and management expertise to implement strategic and operational improvements. He has assisted private, federal, and non-profit organizations in North America and Europe define, deploy and execute strategy; measure organizational performance; and implement practical changes to “move performance up and to the right”.

Brook’s style is open, easy going, and collaborative. He is known for his ability to make management and leadership concepts practical and applicable.

ABOUT PuMP’S CREATOR, STACEY BARR



Stacey Barr is an evidence-based leadership and organizational 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.

PuMP ends your struggles to develop meaningful measures

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