

PUMP

BLUEPRINT WORKSHOP

U.S. Workshops

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.

BUT WE STRUGGLE WITH MEASURES

Our struggles with measuring performance are, surprisingly, universal. They transcend organization size, industry, sector, and even country. The most common struggles, from our research, are:



IT'S BECAUSE OF BAD KPI HABITS

These struggles are due to bad habits that, in the absence of a true performance measurement approach, have become common practice. Some are:

- Writing goals with "weasel words"
- Using measures to judge people
- Brainstorming KPIs and measures
- Rushing too quickly to fancy dashboards
- Knee-jerk reacting to measure values
- Looking for quick fixes to hit targets

WE NEED A PERFORMANCE CULTURE

We can't wait until we have a performance culture before we focus on measuring performance. Good performance measurement is what builds a performance culture:

- It starts by replacing fear of judgement with a passion for learning how to lift performance.
- Then, we set clearer goals, measure them meaningfully, at all levels of the organization.
- Now, we have useful information for evidence-based decisions that improve performance.
- This becomes a natural part of how we work, we reach stretch targets, and we lead our industry.
- We become a high-performance organization, because what we aim for, we achieve.

To build a performance culture, our bad KPI habits must be unlearned, and replaced. The PuMP® Blueprint is the easy, fast, and engaging way to replace them.

THE PUMP BLUEPRINT WORKS

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



Archimedes said, "Give me a lever long enough and a fulcrum on which to place it and I shall move the world." The 'world' is our mission, vision, and goals. The lever is our strategic initiatives. The fulcrum – what makes the leverage possible – is meaningful measurement.

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THIS WORKSHOP IS PRACTICAL

The workshop program guides you through the exact steps you'll follow to implement PuMP back at work. The first two days walk you through the eight steps of PuMP, so you know how to develop great measures. On the third day, you'll put the first few steps into practice, and head back to work with your measures already drafted.

Your implementation back at work will be supported by:

- A comprehensive reference workbook that will support your implementation back at work.
- A case study demonstrating the full application of the PuMP® techniques, to model and inspire.
- All the time-saving templates and tools to use as you involve your colleagues in implementation.
- Free membership in the online PuMP® Community, to boost your implementation.

"The stand-out feature of day 3 was the opportunity to apply the process to real-world problems we have in our area of Air Force strategy development & performance measurement. This helped reinforce my learning and also gave me a real-world start I can take back to my work." – Workshop participant

BECOME PuMP CERTIFIED.



PuMP is certified by [APMG International](#), 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 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 at the workshop and increase the likelihood you'll apply PuMP successfully at work.

STACEY BARR IS PUMP'S CREATOR

Stacey Barr, the Performance Measure Specialist, is the creator of PuMP®. She has specialized in organizational performance measurement since 1993. Stacey is known for her practicality, approachable presentation style, and innate ability to balance the technical and social sides of performance measurement.



"I cannot speak highly enough of Stacey and her Performance Measure Blueprint. There is a lack of good quality performance measurement training in Australia, and I highly recommend Stacey's training as the best in the business." -- Melinda Varley, Director Business Performance Management, Australian Public Service

OUR PRESENTERS ARE KPI EXPERTS

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. He specializes in integrating strategy, performance, and management practices to implement strategic and operational improvements. Brook's style is open, easy going, and collaborative. He is known for his ability to make management and leadership concepts practical and applicable.



"The discussions, course, and insight you provided have been the best, most understandable, and useable explanation of strategy, organizational performance, and aligning the organization that I have ever heard. Clarifying our strategy and developing useful and meaningful measures of performance finally makes sense and becomes practical." Chief - Strategy and Performance, Federal Agency

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IS THIS WORKSHOP FOR YOU?

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

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

Strategic Planning and Performance Measurement Professionals who facilitate the entire process of creating and using meaningful performance measures.

"This was the best integration of performance and strategy I have ever seen. 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 for our strategy."

*-- Director of Strategic Planning and Performance,
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*

Project Managers, Performance Improvement Officers and Consultants who use performance measurement in their day-to-day client work or improvement projects.

"So far, this training has met and exceeded my expectations! I am a program evaluator by training and specialize in data visualization. This process will enhance the work I am doing right now with my clients." --

*-- Veronica Smith, MSEE, Managing Director,
data2insight*

PuMP WORKSHOP OPTIONS

Live in-person PuMP Blueprint Workshops:

The PuMP Blueprint Workshop is a 3-day KPI training. Each day starts at 9am and finishes by 5pm. Over the 3 days, we will work through each step in the PuMP methodology - understanding its purpose, how it works, looking at a case study, and giving you time to practice using your own goals.

The time spent on each step, the amount of practice, and coaching is tailored to each specific group and we adjust workshop times based on each group's specific needs.

Live on-line PuMP Blueprint Workshops:

The live on-line PuMP Blueprint Workshops are conducted in 5 half-day sessions spread over two weeks, which gives you more time to reflect and practice.

The sessions are presented and facilitated using Zoom and are usually 4 hours in duration (including breaks):

11am – 3pm Eastern Standard Time

8am – 12pm Pacific Standard Time

Using the Zoom platform allows for easy interaction with fellow participants for one-to-one and small groups activities.

The on-line workshop covers the same content and uses the same materials as the in-person workshop. Participant materials are provided in advance of the workshop.

You can register in two ways:

On-line at www.RolterAssociates.com

Off-line by emailing the completed registration form on the next 2 pages.

Once we receive your registration, we'll email you a confirmation and details for the workshop.

FOR MORE INFORMATION

If you have any questions, please email us at info@RolterAssociates.com

www.RolterAssociates.com | info@RolterAssociates.com | 703-628-0340

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U.S. Workshop REGISTRATION FORM

STEP 1: YOUR DETAILS (add additional registrants on the next page)

Name: _____
Position: _____
Organization: _____
Email: _____
Address: _____
City: _____ State: _____ Zip code: _____
Phone: _____

STEP 2: TO REGISTER, YOU MUST AGREE TO THE TERMS & CONDITIONS

I have read & agree to the terms & conditions, to the right.

STEP 3: WHICH WORKSHOP ARE YOU REGISTERING FOR?

Date: _____

STEP 4: HOW MANY PEOPLE ARE YOU REGISTERING?

Full rate _____ x \$2,750
 Early Bird* rate (before Early Bird cutoff date on website) _____ x \$2,250
 Group** rate (2 or more from the same organization registering and submitting payment on the same form) _____ x \$2,550
 Combined Early Bird and Group rate: _____ x \$2,050
TOTAL \$ _____

Refresher rate: Request special 50% discount from the full fee rate if you already attended a PuMP workshop and want to attend as a refresher

STEP 5: WHICH PAYMENT METHOD?

Payment prior to the workshop is mandatory.

Credit card: Visa MasterCard Discover AMEX

Card Number: _____

CVV: _____ Expiry Date: ____/____/____ Total Amount: \$ _____

Name on Card: _____

Zip Code: _____

Signature: _____

STEP 6: SUBMIT & REGISTRATION BY EMAIL

Email: info@RolterAssociates.com

Confirmation of your registration will be provided within 5 business days.

TERMS & CONDITIONS

GUARANTEE

If during the workshop you decide to withdraw and wish to obtain your money-back guarantee, you must do so either at the workshop or in writing within 2 weeks of the start of the workshop.

CANCELLATION and SUBSTITUTIONS POLICY

You may substitute registrants at any time prior to the workshop by providing notice / email to Rolter Associates. Cancellations less than 2 weeks prior to the workshop and Registrants not showing up at the workshop either forfeit the workshop fee or can reschedule to another workshop held within 12 months (one reschedule only). Cancellations and transfers to a future course will incur a \$154 service fee per registrant.

PROGRAM CHANGES

Rolter Associates reserves the right to alter dates and/or times of the workshop if registration criteria are not met or if conditions beyond our control occur. All efforts will be made to contact each registrant if changes occur. If the program is not held for any reason, Rolter Associates liability is limited to the workshop fee paid.

* EARLY BIRD RATE

To qualify for the Early Bird rate, we must receive both your registration and payment on, or before, the Early Bird dates listed on website. We want to be fair to everyone! Early Bird rate and Group Booking discount may be combined.

** GROUP REGISTRATION RATE

The group discount is for 2 or more people from the same organization registering for the same workshop on the same registration form in a single registration and payment. Early Bird rate and Group Booking discount may be combined.

INTELLECTUAL PROPERTY

Your use of PuMP® is for internal facilitation and personal use only. Any other use of PuMP® requires permission from Stacey Barr.

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STEP 7: WHO ELSE IS REGISTERING?

Copy this sheet and attach as many as needed.

Name: _____
Position: _____
Email: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____

Name: _____
Position: _____
Email: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____

Name: _____
Position: _____
Email: _____
Address: _____
City: _____ State: _____ Zip Code: _____
Phone: _____