

Measuring Organizational Performance-Workshop (MOP-W)

COURSE NUMBER FAA01269

For information about this course, contact:
 FAA Program Manager: Shepherd Curl
 (386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

Measuring Organizational Performance Workshop is an intensive 2½-day learner-centered course for work groups and teams writing performance goals and measures. This course is ideal for intact teams with planning experience wishing to develop organizational measures.

This customizable course teaches common terminology, drivers for instituting performance measurement, organizational implications of implementing performance measurements to designing the measure, collecting data, and using information for continuous improvement. Activities lead to the development of actual performance measures and will give participants a good start toward the development of their performance goals.

Instructional methods include discussion, readings, written skill practices, and highly interactive exercises to simulate the challenges of the workplace.

OBJECTIVES

- Describe the characteristics of an effective measure.
- Identify barriers to effective measurement and solutions to address them.
- Explain the planning system incorporating the FAA Flight Plan and Business Plans.
- Describe how to design S.M.A.R.T. measures.
- Identify the differences between outcome and output measures.
- Write effective activity targets and core business measures.
- Evaluate activity targets and core business measures against selected criteria for effectiveness.

KEY COMPETENCIES

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|---------------------------------------|------------------------|
| • Business Acumen | • Problem Solving |
| • Customer Focus | • Strategy Formulation |
| • Managing Organizational Performance | • Vision |

CLASS SIZE

24 participants

LENGTH 2½ days

(Class times may vary)
 20 hours

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Managers and staff personnel involved in the organizational and work unit performance measurement process

ENROLLMENT

To arrange a **fee-for-service delivery**, call Shep Curl at (386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Inquiry, Influence & Implications
 (FAA01249)
 Strategic Planning
 (FAA01275)
 Systems Thinking
 (FAA01277)