

Measuring Organizational Performance Workshop for Planners (MOPWP)

COURSE NUMBER **FAA01200018**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

Measuring Organizational Performance Workshop for Planners is a 2½-day learner-centered workshop for individuals and teams who write performance targets for their specific business plans. At this workshop, you will work on writing and improving strategic and core business targets identified and selected before the start of the workshop. Then you will compare these measures against criteria discussed to identify strengths and areas for improvement.

Also covered in the workshop are: common terminology, drivers for instituting performance measurement, organizational implications of implementing performance measurements, designing the measure, collecting data, and using information for making continuous improvement. Activities lead to the development of actual performance measures and will give participants the opportunity to work with other planners to give and receive feedback.

Instructional methods include discussion, readings, written skill practices, and highly interactive exercises to simulate the challenges of writing strong performance targets.

OBJECTIVES

- Discuss the drivers for developing performance measures.
- Explain the performance planning system encompassing FAA Destination 2025 and Business Plans.
- Describe the characteristics of an effective performance target.
- Describe how to write S.M.A.R.T. performance measures.
- Identify the differences between outcome, output, and efficiency performance measures.
- Evaluate performance targets against selected criteria for effectiveness.
- Write effective performance targets.
- Identify barriers to developing and implementing effective performance targets.
- Identify next steps to developing more effective performance targets.

KEY COMPETENCIES

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

CLASS SIZE

20 participants

LENGTH 2½ days
 (Class times 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 (386) 446-7154.

PREREQUISITE

None

PRECOURSE

Prior to class start, you will receive an email detailing precourse requirements.

RELATED COURSES

Inquiry, Influence &
 Implications
 (FAA01249)

Strategy Formulation
 and Implementation
 (FAA01200015)

Systems Thinking
 (FAA01277)