

Programme continues..

Day 3	
08.30 -11.00	Step 4 – Business Planning and Operational Planning (Continues)
11.00 – 11.20	Refreshment and Networking Break
11.20 – 13.00	Step 5 – Financial Planning <ul style="list-style-type: none"> • Budget Alignment • Performance-based budgeting
13.00 – 14.00	Lunch
14.00 -15.00	Step 5 – Financial Planning (Continues)
15.00 -15.20	Refreshment and Networking Break
15.20 – 17.00	Step 6 – Performance Risk Management <ul style="list-style-type: none"> • Identification of performance risks • Quantification of performance risk • Mitigation of performance risks
Day 4	
08.30 – 11.00	Step 7 – Performance Monitoring <ul style="list-style-type: none"> • Purpose of performance monitoring • Process and steps of performance monitoring • Importance of performance monitoring
11.00 – 11.20	Refreshment and Networking Break
11.20 – 13.00	Step 8 – Performance Reporting <ul style="list-style-type: none"> • Purpose and types of performance reports
13.00 – 14.00	Lunch
14.00 – 15.00	Step 9 – Oversight and Performance Evaluation <ul style="list-style-type: none"> • Difference between oversight and devaluation • Evaluation methods
15.00 – 15.20	Refreshment and Networking Break
15.20 – 17.00	Step 10 – Employee Performance Management and Competency Development <ul style="list-style-type: none"> • Planning • Monitoring • Reporting • Assessment • Management of poor performance
Day 5	
08.30 – 11.20	Step 10 – Employee Performance Management and Competency Development (Continues)
11.00 – 11.20	Refreshment and Networking Break
11.20 – 13.00	Step 11 – Organisational Design for Performance <ul style="list-style-type: none"> • Alignment and establishment of the organisation for efficient and effective service delivery
13.00 – 14.00	LUNCH/CLOSURE



The SADC-DFRC is a
Subsidiary
institution of SADC

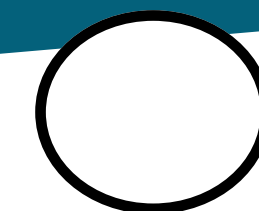
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**Performance
Management/
Balanced Scorecard**



14th - 18th March 2016

AVANI Maseru Hotel and Casino

Maseru Lesotho

Objective

The intention of the programme is to guide participants towards the implementation of a performance management system that will be the foundation for sound governance practices and principles in the organisation. At best a performance management system can be implemented by following a step-by-step approach and methodology. The Institute for Performance Management (the Institute) has developed a comprehensive 11-step methodological approach to assist organisations to focus on organisational excellence. The Executive team of the Institute are both Balanced Scorecard (BSC) Practitioners and as such the BSC methodology is imbedded within this specialised training programme. This training intervention will assist participants to understand the different concepts, steps, tools, techniques and mechanisms to be incorporated into the development and implementation of a performance management system.

Scope and Approach

Delegates enrolled for this course may come from different backgrounds. It is therefore important to create a parameter from which we can engage on the topic of enlightened governance through the 11-Step Methodology. Within the context of this course we shall therefore use a case study to explain and elaborate of the use of the 11-Step

Methodology to achieve sound governance and improved service delivery.

The workshop will have a highly interactive delivery method ensuring involvement of all of the delegates. A number of activities will be used to test and reinforce key learning points.

Facilitator

Mr. Morne Jacobs is the institution's Training and Development specialist, with a passion and enthusiasm for development and empowerment of people. His experience as Business Management Consultant, Senior Manager in the Private Hospital industry and a strong background in education and training combined with his MBA qualification makes him perfectly equipped to understand the challenging environment of Local Government. Morne has extensive general experience in developing, consulting and training in performance management systems and related techniques.

He adds particular value through his strong financial acumen. With his knowledge of Performance Based Budget (PBB) and project prioritization, Morne is to go deeper into financial management aspects of performance improvement. He is also proficient in negotiation, communication, project management and business development.

Programme

Day 1	
08.00 – 10.00	Inaugural Session <ul style="list-style-type: none"> • Welcome Remarks • Programme Overview • Introductions of Participants • Expectations • Photo session - Group picture
10.00 – 11.00	Overview of the Governance Phases and 11-Steps to Excellence methodology
11.00 – 11.20	Refreshment and Networking Break
11.20 -13.00	Step 1 – Institutional Arrangements and Stakeholder Analysis <ul style="list-style-type: none"> • Analyse stakeholders related to institutional governance • Analyse institutional arrangements to support governance
13.00 – 14.00	Lunch
14.00 – 15.00	Step 2 – Analysis – Self and the organisation <ul style="list-style-type: none"> • Self-realisation • Strong Leadership • Embracing and acting as a change agent • Preparing organisation for change
15.00 – 15.20	Refreshment and Networking Break
15.20 - 17.00	Step 3 – Strategic Planning <ul style="list-style-type: none"> • Strategy Analysis <ul style="list-style-type: none"> ◦ Problem analysis ◦ Theory of change ◦ SWOT analysis
Day 2	
08.30 – 11.00	Step 3 – Strategic Planning (Continues) <ul style="list-style-type: none"> • Strategy Alignment <ul style="list-style-type: none"> ◦ Balanced Scorecard and Strategy Maps ◦ Theory of change ◦ Measurement ◦ Logic model and Outcomes (inclusive of indicators, baseline, standards and targets)
11.00 – 11.20	Refreshment and Networking Break
11.20 – 13.00	Step 3 – Strategic Planning (Continues)
13.00 – 14.00	Lunch
14:00 – 15:00	Step 3 – Strategic Planning (Continues)
15.00 – 15.20	Refreshment and Networking Break
15:20 – 17:00	Step 4 – Business Planning and Operational Planning <ul style="list-style-type: none"> • Cascading goals, strategic objectives and strategies to operational planning • Alignment and integration of contents of plans at different levels