

Practical Step-By-Step Techniques To End Your KPI Struggles

PUMP
PERFORMANCE MEASURE BLUEPRINT

Adura Strategy Inc. is Canada's licensed PuMP® Partner and delivers all public workshops

Great measures focus people on the results that matter most. But most organizations don't have great measures...

Most organizations don't have great measures because they are held back by the struggles people often have with performance measurement:

- **Struggling to measure a strategy that seems immeasurable** with words like efficient, effective, sustainable, quality, reliability and productive
- **Struggling to find good performance measures** that meaningfully track results, not activity
- **Struggling to get people engaged in measurement**, so they buy-in and have ownership to improve performance

You cannot get great measures by doing the same things you've always done.

To get great measures, you need to stop doing the things that don't work and use a new approach that addresses these struggles. An approach like PuMP®.

Is the PuMP® Blueprint for You?

PuMP® is a rigorous and practical methodology that details how to:

- **Clearly communicate goals** to your team so they truly understand what they are contributing to
- **Generate lots of buy-in and excitement** in your team for measuring and improving performance
- **Create useful and meaningful measures** of performance that people use and value
- **Make lasting improvements** in performance rather than putting Band-Aids on symptoms
- **Get tight alignment of measures to strategy**, and not waste effort on irrelevant measures
- **Measure those intangible goals** that are too important to track with trivial counts or milestones
- **Streamline your measurement and reporting process** to reduce cost and effort and cycle time

The PuMP® Blueprint Workshop will give you practical know-how in measuring performance, without the struggle!

At the workshop, you will:

- **Discover the how-to tools and techniques** that will put a stop to the struggles you are having now
- **Practice the tools and techniques** so you go back to work knowing how to implement what you learned
- **Connect with other organizations** as a Community of Practice

Don't rely on consultants to do it for you—performance measurement is an essential capability that your organization needs.

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What Will You Learn?

The PuMP® Performance Measure Blueprint Workshop is a framework to redesign your organization's performance measurement process.

The emphasis is on practical techniques and templates, real-life case studies, and time to practice what you learn with support from experts.

You will learn to:

- **Make your strategy measurable** and easier to communicate and cascade
 - **Select and design performance measures** that are more meaningful than what brainstorming or benchmarking can produce
 - **Get buy-in from staff and stakeholders** so that they own performance measurement and improvement
- **Bring your measures to life** in a consistent way
 - **Design insightful and actionable reports** and dashboards that focus discussion on improvement
 - **Clearly see the real signals** of whether performance is improving or not
 - **Convincingly hit your performance targets**, and make measurement about transformation, not about blame or covering your butt!



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You walk away with can-do, not just know-how...

Because this workshop is so practical, you will head back to work with all the knowledge, tools, experience and inspiration you need to put what you learn into immediate and successful practice.

The resources we give you support implementation of PuMP® in your organization, once participants return to their workplaces.

- **A comprehensive workshop reference manual** includes the workshop PowerPoint slides, examples, worksheets and checklists to help you apply what you learn throughout the workshop.
- **A case study** demonstrating the full application of the PuMP® techniques, to model and inspire.
- **A digital download** of all the time-saving templates and tools to use with your colleagues as you involve them in performance measurement activities.
- **A bonus free membership in the online PuMP® Community**, filled with extra resources to help you implement PuMP® and implement it well.

“PuMP® has given me the tools to smoothly convert typical strategic conversations to focus on tangible success. PuMP® encourages dialogue to align measurable focus to high-level strategic direction in a humble, seamless process.”

Tricia Hercina,
City of Red Deer

PuMP® Certification

PuMP is certified by APMG, the world's leading accreditation and exam institute for professional certifications. After completing the PUMP workshop, you can choose to take the PuMP Certification exam. All the details to get certified will be provided at the end of workshop.



PuMP® Certification is, however, not the same as a PuMP® Partner License. We do not endorse any consultant to use PuMP® commercially without a license. (This is to protect the reputation of PuMP® and the impact it has for clients.)



The Creator of PuMP®

Stacey Barr, the Performance Measure Specialist, is the creator of the PuMP® methodology.

This course is offered in Canada through a strategic partnership between Stacey Barr, the Performance Measure Specialist, and Adura Strategy Inc.

Stacey has specialized in organizational performance measurement since 1993, and this workshop is the culmination of all her most practical learning and innovations. The program reflects her innate sense of practicality, approachable communication and presentation style, and balance between the technical and social sides of performance measurement.



Your Workshop Presenter

Adura Strategy Inc. helps organizations achieve the future they want by providing hands-on support to create, communicate, execute and measure strategy.

Since 2007, Louise has worked with for-profit, not-for-profit, government and regulatory bodies to create strategic focus, clarity, alignment, and buy-in. Louise believes in the power of performance measures, when used well, to empower change and improvement.

In 2013, she discovered Stacey Barr and the PuMP® Blueprint and became Canada's Official partner. She is a leading international consultant for PuMP® and Evidence-Based Leadership training and coaching.

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The 3-Day Workshop Program:

DAYS 1 & 2: Learn PuMP®, Step-by-Step

The first two training days walk you through the eight steps of PuMP® as outlined below. You learn how to implement these steps and practice the new techniques with case study examples.

DAY 3: Put PuMP® Into Practice

The third day of the workshop is an "Implementation Day" for participants to practice Steps 2-4 with their own organization's material, as your instructor guides and mentors you.

Introduction

Performance measurement is a process, not an event.

We discuss the problems with performance measurement and how to solve them by thinking about performance measurement as a process.

STEP 1: Understanding Measurement's Purpose

As the purpose of measurement. We start off on the right foot with the PuMP® Diagnostic to help you understand what good measurement means, and how to do it properly to avoid the most common struggles and problems.

STEP 2: Mapping Measurable Results

Translating your strategy into clear, focused and measurable performance results. We explore why it's so hard to measure the right things, how to know if a strategy (i.e. your goals, objectives or priorities) is measurable enough, and how the PuMP® Results Mapping technique can make strategy measurable.

STEP 3: Designing Meaningful Measures

The most feasible and relevant measures that "evidence" our performance results. We review the traditional approaches people take to selecting measures and why they fail, and then see how the PuMP® Measure Design technique produces measures that are meaningful, relevant, cost-effective and easy for people to buy-in to.

STEP 4: Building Buy-in to Measures

Getting ownership from our stakeholders, quickly, easily, and engagingly. There are some very specific reasons why people don't buy in to performance measures which we

will explore, and we'll see how the PuMP® Measure Gallery technique can build buy-in and generate excitement for performance measurement.

STEP 5: Implementing Measures

Documenting in detail the data, analysis and reporting requirements for each of our measures. We talk about the causes behind why so many measures are never brought to life (i.e. never get reported or used) and how the PuMP® Measure Definition technique is so useful for specifying exactly how each measure should be implemented.

STEP 6: Interpreting Signals from Measures

Focusing ourselves on gaps between as-is and should-be performance. It's so easy to misinterpret performance measure signals, and frighteningly, most people do. So we'll follow the PuMP® Measure Interpretation technique to make interpretation of performance measures easier, valid and incredibly insightful.

STEP 7: Reporting Performance Measures

Creating useful and usable performance reports that inspire action. We'll look at why typical performance reports are next to useless, and discover how the PuMP® Report Design technique quickly and easily produces performance reports that answer the 3 questions every performance report should answer.

STEP 8: Reaching Performance Targets

Improving our business processes to move as-is performance toward should be. The role of performance measures is to improve performance more easily, quickly and economically. The PuMP® Using Measures technique shows how to use performance measures to get the highest leverage improvements.

Close

Preparing for a successful PuMP® implementation.

We'll close the workshop by focusing on how to start implementing PuMP® to choose, create and use your first meaningful performance measures, in a way that brings quick success.

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Who Should Come to the PuMP® Blueprint Public Workshop?

Executives, managers and other leaders set the direction and encourage the engagement of their staff in measuring and improving the right things. But they also need to be involved at the start, in setting measurable goals and designing meaningful measures. And they are also involved at the end, in interpreting and using the performance measures to prioritize improvement initiatives.

Strategic Planning and Performance Measurement Officers facilitate the entire process of creating, implementing and using more meaningful performance measures for managers and staff throughout their company or organization. They will ultimately become the masters of performance measurement, and custodians of the corporate-wide performance measurement system.

Business Analysts and Reporting Officers work within specific steps of the performance measurement process, collating and analyzing data and presenting performance information in reports. They need easy-to-follow measurement techniques that simplify what has become a very cumbersome and thankless task. They find it useful to see the end-to-end measurement process to appreciate the role they play in implementing a standardized measurement approach corporate-wide.

Project Managers, Performance Improvement Officers and Consultants use performance measurement in their day to day client work or improvement projects. They want simpler steps to save time and angst in deciding what to measure, getting the data and reporting it without fuss.

Day 3 of the PuMP® workshop is invaluable! Practicing what we had just learned with our own goals built our team's confidence and capacity dramatically. The PuMP® tools became more familiar, and we found them easier to use when we got back to our workplace. Thank you Louise for your wonderfully intuitive and extremely clear facilitator skills!

Terri Flanagan,
Northern Alberta Institute of Technology



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PuMP® Workshops in Canada

Are you feeling excited to overcome your performance measurement struggles? Attend an upcoming workshop so you can put your KPI struggles behind you!

Keep up to Date

Venues and additional workshop locations will be announced as registration opens for each event. For the latest information, go to:

www.adurastrategy.com/workshops/

If you are looking for international workshops, visit: staceybarr.com/products/pumpblueprintworkshop/#register

If you have any questions, or would like to be added to our workshop notification list please email us at: hello@adurastrategy.com

Register Now Online

Visit our website for upcoming workshop locations and pricing. Early Bird Rate ends approximately one month before the workshop start date:

www.adurastrategy.com/workshops/

Registering more than one person from the same organization? Use the coupon code noted on the website when registering on the same order to receive an additional discount.

You can choose to pay by cheque or by credit card.

We'll Follow up After You Register

A few weeks in advance of the workshop date, you'll receive an email detailing how to prepare, what to bring, and also a link to an audio where Stacey explains more about what you'll learn.

The three day workshop has a casual, friendly and interactive atmosphere. It starts promptly at 8:30 am, so we recommend you arrive at 8:15 am to give us time to welcome you and help you settle in. We finish by 4:30 pm.

Each day we'll provide you with coffee and tea on arrival, healthy and decadent snacks during our morning and afternoon breaks, and a delicious lunch (and will cater for your dietary requirements).

Terms and Conditions

Cancellation policy: You may make substitutions at any time up to one business day prior to the workshop start. No substitutions can be accepted after the workshop begins. Registered participants who do not attend the workshop or who cancel less than 10 business days prior to the workshop either forfeit the workshop fee or can transfer to a subsequent workshop (One transfer only to a public workshop within 12 months of the original workshop. A transfer fee per registrant will apply). Check our website for the workshop of your choice for specifics about transfers.

Special COVID refund policy for Vancouver October 2020 workshop:

- 100% refund up to October 6, 2020
- 50% refund from October 7-14, 2020
- No refund October 15 - 21, 2020; however you can transfer to a future course with a \$348 (plus GST) service fee per registration. One transfer only.

Program changes: Louise Watson reserves the right to alter dates and/or times of the workshop if registration criteria are not met or if conditions beyond her control occur. All efforts will be made to contact each registrant if changes occur. If the program is not held for any reason, Louise's liability is limited to the workshop fee only.

Early bird rate: To qualify for the Early Bird rate, your registration and payment must be received on or before the posted Early Bird date. No exceptions.

Group bookings: The group discount is for 2 or more people from the same organization registering on one order in the same workshop. The Group Rate is not retroactive: if one person registers at full price, and a colleague subsequently registers, the Group Rate will not apply to either person.

Payment: All registrants must make payment for workshop registration prior to attending the workshop. If payment is not received, your place in the workshop may be given to someone on the wait list.

Intellectual property: Certification and training in PuMP® is for internal facilitation within your organization and personal use only. Any other use of PuMP® requires permission from Stacey Barr.

Privacy policy: We will not sell, rent or share your details with any other organization.

Contact Information



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