

# MEASURING GOVERNMENT OUTCOMES

INCREASE TANGIBLE  
OUTCOMES FOR A MORE  
EFFECTIVE GOVERNMENT



26 - 27  
**OCTOBER**  
ONLINE DELIVERY

## EXPLORE

- ▶ Assess organisational readiness and capacity for change
- ▶ Identify links between governance, strategy, outcomes and objectives
- ▶ Develop a toolkit for defining, assessing, measuring and evaluating outcomes and objectives measurement
- ▶ Leverage leadership, communication and stakeholder engagement
- ▶ Plan how you will navigate the complexities of change for your organisation
- ▶ Design, define and select indicators that provide meaningful feedback about your outcomes, and support evaluation
- ▶ Move from being an activity oriented to outcomes focused organisation
- ▶ Create a relationship framework that allows you to track measurement, performance and causation
- ▶ Build the core elements of an evaluation plan to track progress put in place steps to improve performance
- ▶ Create an action list to ignite outcome measurement in your organisation

## EXPERT FACILITATOR



**Kevin Riley**  
Managing Director  
Capital Training College

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## ABOUT THE EVENT

Not only is there an increasing demand for greater transparency and accountability for the use of public funds, citizens are also expecting results from our governments. Measuring outcomes, rather than the 'busy-ness' and activity remains one of the key process challenges that the majority of organisations struggle with most. Despite an increasing shift towards outcome based budgeting, only 6% of Australian public sector organisations have true outcome measurements. So why do so few government departments and agencies measure outcomes successfully, and how can you drive transformation to become outcome focused?

This highly interactive, two day workshop will provide you with the key skills to assess and prepare your organisation to move from an activity-oriented to an outcomes focused organisation. You will learn how to engage teams and explore strategies to identify quantifiable measurements and meaningful outcomes. You will explore how to put in place evaluation strategies with the focus on continual improvement in outcome performance.

As the government outcome-based budgets have recently been reset, here is the opportunity to put in place your strategies for becoming a more-outcomes orientated organisation, demonstrating results for citizens and communities.

## YOUR FACILITATOR

Kevin has more than 30 years of experience in financial and performance management and budgeting. This includes working with Treasury and Finance departments in the Commonwealth and across all Territory and State jurisdictions. Kevin is a Fellow with both Chartered Accountants Australia and New Zealand and CPA Australia. He is also a Qualified Accountant with the Chartered Institute of Public Finance and Accountancy (UK).



**Kevin Riley**  
Managing Director  
Capital Training College

## DAY ONE

### Assess organisational readiness

- ▶ Analyse organisational strengths and culture
- ▶ Identify links between governance, strategy, outcomes and objectives
- ▶ Determine your organisation's readiness and capacity to change

### Develop an essential toolkit for defining, assessing, measuring and evaluating outcomes and objectives measurement

- ▶ The role of leadership in developing an outcomes focused organisation
- ▶ Leverage communication and stakeholder engagement
- ▶ Develop an outcomes measurement framework

### Plan how you will navigate the complexities of change

- ▶ Measure outcomes and measurable change within traditional planning cycles
- ▶ Identify realistic and achievable outcomes
- ▶ Navigate complex change in culture, systems and processes

### Build an interdepartmental outcome strategy

- ▶ Identify the interactions between departments
- ▶ Share outcome adjustments between teams
- ▶ Increase integration and communication between departments

**BOOK  
AND SAVE!**

**\$400**

BOOK AND PAY BEFORE  
27 JULY 2020  
TO SAVE UP TO \$400

## DAY TWO

### Increase tangible outcomes and measurements

- ▶ Identify observable measurable outcomes
- ▶ Design and select quantifiable measures that provide meaningful feedback about your outcomes
- ▶ Assess feedback and data strengths in producing performance measures

### Articulate your outcomes so that they are measurable

- ▶ Move away from input and output
- ▶ Understand the impact of outcomes
- ▶ Move from action-oriented to outcomes focused

### Map relationships between outcomes

- ▶ Create a relationship framework
- ▶ Examine the relationship between measurement, performance and causation
- ▶ Analyse the interdependencies of various departments and teams

### Build the core elements of an evaluation plan to track progress and make deliberate decisions about improving performance targets

- ▶ Identify patterns of performance and measurement
- ▶ Set targets in relation to performance
- ▶ Prioritise more deliberate and informed target setting
- ▶ Create an action list to ignite outcome measurement in your organisation

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## WHO WILL ATTEND?

Executive, Directors, Managers, and other leaders of Federal & State Government Departments & Agencies with responsibilities for:

- ▶ Performance
- ▶ Reporting
- ▶ Corporate Services
- ▶ Planning
- ▶ Governance
- ▶ Outcomes
- ▶ Evaluation
- ▶ Commissioning
- ▶ Project, Portfolio & Program Management

## TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

