

Advanced Course on Distinguishing Institutional
Performance

Kigali (Rwanda)

11 - 22 November 2024

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Advanced Course on Distinguishing Institutional Performance

Code: LM28 From: 11 - 22 November 2024 City: Kigali (Rwanda) Fees: 6600 Pound

Introduction

In today's complex global landscape, understanding institutional performance is paramount for success. Institutions, whether governmental, non-profit, or corporate, play a crucial role in shaping societies and economies. However, evaluating their performance requires a nuanced understanding of various factors, including governance structures, strategic decision-making, operational efficiency, and stakeholder engagement. This advanced course aims to equip participants with the tools and insights necessary to discern and analyze institutional performance effectively.

Objectives

- Explore the contemporary theories and frameworks used to assess institutional performance.
- Develop critical thinking skills to identify key performance indicators KPIs relevant to different types of institutions.
- Understand the role of data analytics and emerging technologies in measuring institutional performance.
- Examine case studies and real-world examples to illustrate best practices and common pitfalls in performance evaluation.
- Cultivate strategies for driving continuous improvement and innovation within institutions.

Course Outline

Day 1

Understanding Institutional Performance

- Introduction to institutional performance: definitions, importance, and challenges
- Theoretical foundations: agency theory, stakeholder theory, and institutional theory
- Key drivers of institutional performance: governance, leadership, culture, and strategy

Day 2

Performance Measurement Frameworks

- Overview of performance measurement frameworks: Balanced Scorecard, EFQM Excellence Model, and ISO standards
- Selecting relevant KPIs based on institutional objectives and stakeholders' needs
- Designing performance dashboards for effective monitoring and decision-making

Day 3

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it. The pieces are gold and silver. The board is white and black squares. In the background, there are concentric circles radiating from the center.

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Data Analytics for Performance Evaluation

- Leveraging big data and business intelligence tools in performance assessment
- Predictive analytics and modeling for forecasting future performance trends
- Ethical considerations and data privacy issues in data-driven performance evaluation

Day 4

Comparative Analysis and Benchmarking

- Comparative analysis techniques: peer benchmarking, industry benchmarks, and global benchmarks
- Identifying best practices and areas for improvement through benchmarking exercises
- Implementing benchmarking results to drive performance improvement initiatives

Day 5

Case Studies in Institutional Performance

- Analysis of case studies from various sectors: government, healthcare, education, finance, and manufacturing
- Lessons learned from successful and failed performance management initiatives
- Group discussions and presentations on case study findings

Day 6

Performance Evaluation in Dynamic Environments

- Adapting performance measurement systems to dynamic and uncertain environments
- Agile performance management: principles and practices for rapid feedback and course correction
- Resilience and flexibility as key attributes of high-performing institutions

Day 7

Stakeholder Engagement and Communication

- Importance of stakeholder engagement in performance evaluation and improvement
- Effective communication strategies for conveying performance insights to stakeholders
- Building trust and credibility through transparent performance reporting

Day 8

Driving Continuous Improvement

- Establishing a culture of continuous improvement within institutions
- Continuous improvement methodologies: Lean, Six Sigma, and Kaizen
- Harnessing employee creativity and innovation to drive performance excellence

Day 9

Leadership and Change Management

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the chessboard.

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- Role of leadership in driving performance improvement initiatives
- Change management principles and techniques for implementing performance-enhancing changes
- Overcoming resistance to change and fostering a culture of adaptability

Day 10

Future Trends in Institutional Performance

- Emerging Trends and Technologies shaping the future of Institutional Performance Management
- Anticipating and preparing for future challenges in performance evaluation
- Reflection and action planning: developing personal and organizational strategies for advancing institutional performance

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The image shows a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is set against a background of concentric circles.