

Advanced Course on Distinguishing Institutional  
Performance

*Kuala Lumpur (Malaysia)*

*9 - 20 December 2024*

UK Training

**PARTNER**



## Advanced Course on Distinguishing Institutional Performance

Code: LM28 From: 9 - 20 December 2024 City: Kuala Lumpur (Malaysia) Fees: 7000 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 pawn) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the chessboard.

UK Training  
**PARTNER**

## 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 pawn) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training  
**PARTNER**

- 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

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

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe

izmir



Podgorica (Montenegro)



Stockholm (Sweden)



Lyon (France)



Copenhagen (Denmark)



Bordeaux (France)



Annecy (France)



Oslo (Norway)



Edinburgh (UK)



Glasgow (Scotland)



Malaga (Spain)



London (UK)



Istanbul (Turkey)



Amsterdam (Netherlands)



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Manchester (UK)



Milan (Italy)

### USA & Canada



Los Angeles (USA)



Florida (USA)



Online



Boston (USA)



Washington (USA)



Miami (USA)



New York (USA)



Toronto (Canada)

UK Training  
**PARTNER**

## Blackbird Training Cities

### Asia



Baku (Azerbaijan)



Maldives (Maldives)



Manila (Philippines)



Bali (Indonesia )



Bangkok (Tailand)



Beijing (China)



Moscow (Russia )  
(Malaysia)



Singapore (Singapore )



Sydney (Australia)



Tokyo (Japan)



Dubai (UAE)



Kuala Lumpur



Jakarta (Indonesia)

### Africa



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Marocco)



Nairobi (Kenya)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**



## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Refinement

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [training@blackbird-training.com](mailto:training@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

