Measure the ROI on Your HR Programs!



HR PERFORMANCE MEASURES

MANAGING AND MEASURING HUMAN CAPITAL STRATEGY TO IMPROVE AGENCY AND EMPLOYEE PERFORMANCE

FEBRUARY 9-10, 2006 ARLINGTON, VA

How You Will Benefit

Develop the Capacity of Your Organization and its Employees to Produce Results

Create a workplace in which people can develop their full potential

Design and Identify Key Performance Indicators to Measure Successful HR Programs

Develop performance indicators that distinguish between low, medium and high performing programs

Use Manager and Employee Feedback in Developing Your HR Performance Measures

Employ focus groups and trial runs of HR performance measures to perfect your program analysis

What You Will Learn

- Understand your organizational goals
- Improve your existing HR measures
- Measure the impact of your HR programs
- Benchmark your HR functions
- Contribute to quality control

RECEIVE 12.5 CPE CREDITS

Develop HR measures that match your organization and strategy

www.PerformanceWeb.org/HumanCapital 703-894-0481

The Performance Institute

HR Performance Measures

FEBRUARY 9-10, 2006 ARLINGTON, VA

PROGRAM AGENDA

DAY ONE: FEBRUARY 9, 2006

8:00 **Registration & Continental Breakfast**

9:00 **Overview: Managing and Measuring Human Capital Strategy to Improve Agency and Employee Performance**
- Receive a briefing on the latest issues facing HR managers in relation to measuring and managing program performance
- Understand how workforce data and performance measures can enhance future performance

10:00 **Step 1: Designing and Identifying Key Performance Indicators to Measure Successful HR Programs**
- Implement the Logic Model to establish clearly defined end and intermediate outcome measures
- Develop performance indicators that distinguish between low, medium and high performing programs

11:00 **Step 2: Measuring the Impact of HR Initiatives**
- Execute effective data collection and measurement for all of your department's programs
- Analyze this data appropriately to help maximize the impact of your HR initiatives

12:00 **Networking Luncheon**

1:00 **Step 3: Measuring the ROI of Your HR Programs**
- Develop methods to measure the ROI of your HR initiatives
- Utilize these measures to determine staffing and budget allocations for the next fiscal year

2:30 **Refreshment Break**

2:45 **Step 4: Using Manager and Employee Feedback in Developing Your HR Performance Measures**
- Employ focus groups and trial runs of HR performance measures to perfect your program analysis
- Stimulate dialogs and discussion to further improve the validity of your performance measures

4:00 **Adjourn**

DAY TWO: FEBRUARY 10, 2006

8:00 **Registration & Continental Breakfast**

9:00 **Step 5: Benchmarking HR Functions: Comparing HR Performance Across Government Agencies**
- Establish inter-agency relationships to discuss and improve HR performance throughout government
- Promote comparisons of human capital initiatives amongst similarly structured organizations to accurately determine how your department measures up

11:00 **Step 6: Transforming Your HR Department to Become a Strategic Organization**
- Showcase programmatic and agency success to further agency mission
- Balance HR performance measures and employee performance measures to strategically align resources to results

12:00 **Networking Luncheon**

1:00 **Step 7: Benchmarking HR Results: Implement measurement to maximize your organizations goal and implement necessary change**
- Use benchmarking results to create effective business cases for expanding and enhancing successful human capital programs

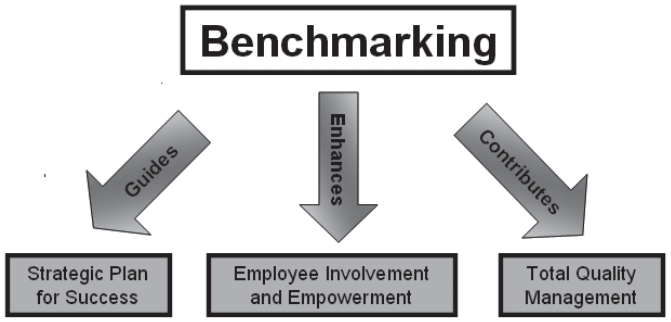
2:30 **Refreshment Break**

2:45 **Step 8: Identifying the Right Tools to Meet Human Capital and Performance Goals**
- Discuss successes and challenges with conference delegates on creating a successful human capital program
- Generate management and employee competencies that accelerate successful program growth and development

4:00 **Program Adjourns**

KEY METHODOLOGIES

This training will provide HR professionals with important methodologies to help create human resource measures. Participants will understand and identify opportunities to use HR measures to showcase results in their human capital initiatives, as well as identify HR program performance problems through appropriate survey and data collection techniques.



RECEIVE CERTIFICATION & IN-HOUSE TRAINING

This event is part of the Government Human Capital Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train staff members in their own facility on human capital management. For more information about the certification and in-house training options available to you, please contact Mark Lender at 703-894-0481 or email him at Lender@PerformanceWeb.org.

EXHIBITING & SPONSORSHIP

To learn more about exhibit and sponsorship opportunities at this event, please contact Mark Lender at 703-894-0481 or email him at Lender@PerformanceWeb.org.

FREE SUBSCRIPTION TO INSTITUTE RESEARCH

The Performance Institute serves as the nation's leading repository of thoroughly researched, documented, catalogued and peer-reviewed "best practices" in a multitude of issue areas. Each month, the Institute publishes its research through a variety of e-mail publications. To subscribe to any of the Institute's newsletters, visit **www.PerformanceWeb.org/Subscribe**.

CPE CREDIT

Delivery Method: Group-live
Program Level: Intermediate
Prerequisites: None
Advanced Preparation: None
CPE Credits: 12.5

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

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REGISTRATION

How Can I Register?

1. **ONLINE** at www.PerformanceWeb.org/HumanCapital
2. **VIA FAX** to 703-894-0482
3. **VIA PHONE** to 703-894-0481
4. **VIA MAIL** to 1515 North Courthouse Road, Suite 600, Arlington, VA 22201

DELEGATE INFORMATION

NAME

TITLE

OFFICE

ORGANIZATION

ADDRESS

CITY STATE ZIP

TELEPHONE FAX

E-MAIL

PAYMENT INFORMATION

- ☐ TRAINING FORM
- ☐ PURCHASE ORDER
- ☐ CHECK (Accepted by mail only)
- ☐ CREDIT CARD

CREDIT CARD NUMBER

EXPIRATION DATE

NAME ON CARD

VENUE

HR Performance Measures will be held at the Performance Institute in Arlington, VA, just one block east of the Courthouse Metro stop on the Orange Line. A public parking garage is located just inside of the building.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
Phone: 703-894-0481

A limited number of rooms have been reserved at the Holiday Inn Rosslyn at Key Bridge for the prevailing government per diem rate of $166. Please call the hotel directly to use code ILCORPER when making reservations at the hotel. The hotel is conveniently located one block from the Rosslyn Metro station.

Holiday Inn Rosslyn at Key Bridge
1900 Fort Myer Drive
Arlington, VA 22209
1-800-368-3408
www.holiday-inn.com/rosslynkbridge

TUITION

The fee for attending HR Performance Measures is $1095. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling Mark Lender at 703-894-0481 or email him at Lender@PerformanceWeb.org. Please reference program code **P573** when you register.

CANCELLATION AND QUALITY ASSURANCE POLICY

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201(phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event.

Note: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

PRIORITY CODE: P573-WEB

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