PERFORMANCE MANAGEMENT IN THE PUBLIC SECTOR:
PRINCIPLES AND TECHNIQUES OF PERFORMANCE-BASED MANAGEMENT AND HOW THEY CAN BE USED TO CREATE A CULTURE AND PRACTICE OF CONTINUOUS IMPROVEMENT IN PUBLIC ORGANISATIONS.

TUESDAY 7 - THURSDAY 9 JUNE 2011

This course may be limited to 8 - 12 participants.

FEATURING

Professor Steve Redburn is Project Director for the Peterson-Pew National Commission on Budget Reform, Project Director at the U.S. National Academy of Sciences and Adjunct faculty at Carnegie Mellon University – Australia.

ADVANCED EDUCATION PROGRAM

Carnegie Mellon University - Australia’s Advanced Education Program offers elite, practical and relevant professional development for executives and busy professionals. By selecting from a diverse range of Specialised Certifications or Executive Workshops, participants can ensure their skills are current and competitive, without the commitment of full-time or part-time study.

This course may be available for credit towards a Masters degree from Carnegie Mellon University - Australia. However an increased registration fee commensurate with our degree programs may apply. Please contact the Admissions Office for more information on admissions@cmu.edu.au.

For more information on the Advanced Education Program, visit www.cmu.edu.au/AEP.

ABOUT CARNEGIE MELLON UNIVERSITY’S SPECIALISED CERTIFICATIONS

Our unique suite of Specialised Certifications feature hand-picked courses from the demanding curriculum of Carnegie Mellon University’s top-ranked master degree programs. What’s more, courses are led by Carnegie Mellon University’s influential faculty and special lecturers from around the world. Neither the content, nor the format sacrifices Carnegie Mellon’s reputation for delivering world-class educational opportunities.

For a list of certifications currently available through the Advanced Education Program, please visit www.cmu.edu.au/AEP.

ABOUT THE COURSE

This graduate-level course provides current and future executives in the public and non-profit sectors with a theoretical and practical understanding, and ability to apply the concepts and techniques of performance management. At the end of the course, participants will be able to judge when this approach should be applied and be prepared to use it to drive improvements in the productivity of public programs and organisations.

The course will help you answer the following questions:

• How can proper use of performance information and management techniques help you and others drive improvement in public programs and organisations?
• What special challenges do public and non-profit organisation executives and program managers face in defining and measuring performance and progress?
• How can proper use of performance information and management techniques help you and others drive improvement in public programs and organisations?
• What special challenges do public and non-profit organisation executives and program managers face in defining and measuring performance and progress?
• How have governments around the world and senior public managers in Australia and the U.S. used these methods, and with what results?
• How can one assess the potential gains and risks of using performance management approaches at different organisation levels and in different settings?

• How can a performance-driven approach be used most effectively to improve budget decisions, program designs, and improve results?

You will have an opportunity to test and apply techniques of performance management, including: establishment of a performance culture; strategy mapping; program logic models; working with
stakeholders to define performance objectives and set strategy; using performance information to make better budget choices; developing balanced scorecards of critical performance measures; assessing progress using empirical and statistical techniques; and; interpreting evaluation research to assess impacts.

During the three-day intensive course, you will be asked to draw on and share your own experience and analyse this in relation to the presented performance-based management approaches. The course also will feature theoretical and applied readings, group and individual practice, and guest lectures by distinguished practitioners. At the end of the course and upon completion of all assignments, you will have had an opportunity to design your own practical strategy to drive improvement in performance and more productive resource use in a program or policy area where you have a personal interest.

ABOUT STEVE REDBURN

Professor Steve Redburn is a leading expert on the long-term budget outlook and budget reform in the United States. Professor Redburn is Project Director for the Peterson-Pew Commission on Budget Reform, which published its latest report, Getting Back in the Black, in November 2010. The Commission’s report called for establishing a more forward-looking and disciplined federal budget process to address the unsustainable U.S. fiscal situation.

Professor Redburn is directing a study of the immigration enforcement system for the National Academy of Sciences. In 2008 – 2009 he was Study Director for a joint committee of the National Academy of Sciences and the National Academy of Public Administration, whose report on options to address the long-term budget challenge, Choosing the Nation’s Fiscal Future, was released in January 2010.

Professor Redburn is an elected fellow of the National Academy of Public Administration. In 2010 he was a visiting Adjunct Professor at Carnegie Mellon University – Australia. He is also an Adjunct Faculty member of the School of Public Policy and Public Administration at George Washington University. He served as a Senior Executive at the U.S. Office of Management and Budget for many years until his retirement from the federal service in 2006. He worked in 2007 as Advisor to the budget director of Kosovo for a USAID development project. He has authored and edited numerous academic studies on budget, public management, and a variety of public policy issues. Professor Redburn undertook his Ph.D. in political science at the University of North Carolina at Chapel Hill.

VENUE

Carnegie Mellon University - Australia
220 Victoria Square (Torrens Building), Adelaide

REGISTRATION DEADLINE

Tuesday 24 May 2011

This course may be limited to 8-12 participants.

COST

Tuition AUD $1,500 incl. GST ($1,200 incl. GST for South Australian Government Employees).

Contact our Admissions Office to find out if you are eligible for tuition fee assistance.

REGISTER TODAY

T + 61 (0) 8 8110 9910
E admissions@cmu.edu.au
F + 61 (0) 8 8211 9444
W www.cmu.edu.au

PROGRAM SCHEDULE

<table>
<thead>
<tr>
<th>Tuesday 31 May</th>
<th>Participants receive pre-course reading materials</th>
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<tr>
<td>Tuesday 7 June</td>
<td>9am - 5pm Course commences (meals provided)</td>
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<tr>
<td>Wednesday 8 June</td>
<td>9am - 5pm Course commences (meals provided)</td>
</tr>
<tr>
<td>Thursday 9 June</td>
<td>9am - 5pm Course commences (meals provided)</td>
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REGISTRATION FORM

FAX TO: + 61 (0) 8 8211 9444

SURNAME  FIRST NAME
TITe  DATE OF BIRTH
EMAIL  CITIZENSHIP
POSTAL ADDRESS
MOBILE  OFFICE (DIRECT)
ORGANISATION
ORGANISATION’S ADDRESS
DEGREE IN PROGRESS
PAYMENT WILL BE MADE BY   CHEQUE   EFTPOS   EFT
PLEASE LET US KNOW IF YOU HAVE ANY SPECIAL REQUIREMENTS, INCLUDING: DIETARY, MOBILITY ACCESS OR OTHER.

THIS COURSE MAY BE LIMITED TO 8 - 12 PARTICIPANTS

QUESTIONS ABOUT THE ADVANCED EDUCATION PROGRAM

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Director of Programs
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W  www.cmu.edu.au/aep

TO REGISTER

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E  admissions@cmu.edu.au
F  + 61 (0) 8 8211 9444
W  www.cmu.edu.au/aep

Payments must be received 72 hours prior to the course commencement by cheque or transfer of funds

EFT Payment to: ANZ Bank
Account Name: Carnegie Mellon University, Tuition a/c
Account No: 837038545
Bank BSB Code: 015010
Bank Address: 121 King William St, Adelaide SA 5000 Australia

CARNegie MELLON UNIVERSITY - AUSTRALIA

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Adelaide, South Australia 5000 Australia