

GOVERNMENT AND PUBLIC SECTOR | GPS-013

Performance Management in Government Entities

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Course content

Why Attend

Government entities are increasingly expected to demonstrate results and value for money. Performance management systems link strategy, budgets, operations and accountability.

This Aractech course covers public sector performance frameworks, strategic planning links, KPI design, performance agreements, data collection and dashboards, performance reviews, performance budgeting and using results for improvement. Participants design a performance framework for a government entity.

Course Methodology

- Framework presentations
- KPI design workshops
- Dashboard exercises
- Case studies
- Group work

Course Objectives

- Explain public sector performance management frameworks
- Link performance to strategy and budgets
- Design meaningful KPIs for public services
- Collect and report performance data
- Conduct performance reviews
- Use performance information for improvement

Target Audience

- Strategy and performance officers in government
- Planning directors

Course content

- Budget officials
- Department heads

Course outline

Detailed course outline

Day-by-day outline for Performance Management in Government Entities.

Day 1 - Performance Management Foundations

- 09:00-09:39 | Results-based management
- 09:39-10:18 | Public value
- 10:18-10:57 | Frameworks
- 10:57-11:00 | Accountability
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Accountability (continued)
- 12:05-12:43 | Challenges
- 12:43-14:00 | Exercise: Current system review

Day 2 - Strategy and Objectives

- 09:00-09:39 | Strategic plans
- 09:39-10:18 | Results chains
- 10:18-10:57 | Outcomes and outputs
- 10:57-11:00 | Cascading objectives
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Cascading objectives (continued)
- 12:05-12:43 | Performance agreements
- 12:43-14:00 | Workshop: Results chain

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Day 3 - KPIs and Data

- 09:00-10:07 | KPI design
- 10:07-10:41 | Baselines and targets
- 10:41-11:00 | Data sources
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Data sources (continued)
- 11:45-12:19 | Data quality
- 12:19-12:53 | Dashboards
- 12:53-14:00 | Exercise: KPI design

Day 4 - Reviews and Budgets

- 09:00-09:34 | Performance reviews
- 09:34-10:08 | Performance budgeting
- 10:08-10:42 | Incentives
- 10:42-11:00 | Reporting to citizens
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Reporting to citizens (continued)
- 11:46-12:53 | Case study: Performance reform
- 12:53-14:00 | Exercise: Review meeting

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Day 5 - Improvement

- 09:00-09:45 | Using results
- 09:45-10:30 | Evaluation
- 10:30-11:00 | Culture
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Culture (continued)
- 11:45-12:30 | Capability
- 12:30-13:15 | Roadmap
- 13:15-14:00 | Capstone: Performance framework

Seminar dates

Available seminar dates

Live dates and pricing for Performance Management in Government Entities generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	Paris	Classroom	€3,825
7 - 11 December 2026	Munich	Classroom	€3,225
21 - 25 December 2026	Barcelona	Classroom	€2,815
11 - 15 January 2027	Amsterdam	Classroom	€2,830
8 - 12 February 2027	London	Classroom	€2,315
8 - 12 March 2027	Munich	Classroom	€3,225
12 - 16 April 2027	Cape Town	Classroom	€1,625
10 - 14 May 2027	Barcelona	Classroom	€2,815
14 - 18 June 2027	Paris	Classroom	€3,825
12 - 16 July 2027	Munich	Classroom	€3,225

Seminar dates

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9 - 13 August 2027	Barcelona	Classroom	€2,815
13 - 17 September 2027	Amsterdam	Classroom	€2,830
11 - 15 October 2027	London	Classroom	€2,315
8 - 12 November 2027	Munich	Classroom	€3,225
13 - 17 December 2027	Vienna	Classroom	€3,225
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815

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