



Performance Management Training Series

This free, introductory-level series is intended for individuals working in governmental public health who are new to performance management and/or who are responsible for building a performance management system for their agency.

Featuring three self-paced, interactive, one-hour modules, this series serves to increase participants' understanding of the purpose and benefits of performance management and provide guidance for getting started with building a performance management system.

The following objectives are addressed in this series.

- ◆ Define key performance management terminology
- ◆ List three benefits and three challenges associated with implementing performance management in your agency
- ◆ Identify the five components of the Turning Point Performance Management System
- ◆ Describe the Turning Point self-assessment tool
- ◆ Explain the purpose for using a performance management template
- ◆ Describe how quality improvement works in a performance management system
- ◆ Describe the PHAB components of a performance management system
- ◆ Identify three ways to engage staff in the development and updating of a performance management system
- ◆ Define the role of customer satisfaction data in a performance management system
- ◆ Consider organizational strengths and weaknesses related to PHAB performance management requirements

CHES Category I Contact Hours: 2
CPH Contact Hours: 2
Nursing Contact Hours: 2

Register at: <http://tinyurl.com/pmtrainingseries>
Questions/comments: support@publichealthlearning.com