



# Concepts of Performance Management Series

## Internet Training

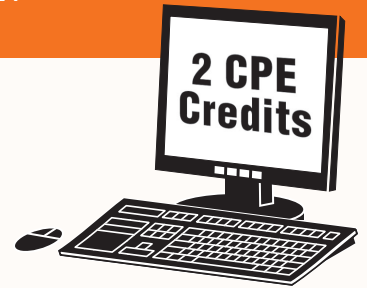
**Developing Measures: How? What? Why? – November 4, 2009**

**How to Communicate Performance Information with Departments, Elected Officials, and the Public – February 3, 2010**

**Implementing Performance Management: Where to Start – March 17, 2010**

All classes will take place from 2:00 p.m. – 4:00 p.m. ET

Course Level: Introductory • No Prerequisite



### Developing Measures: How? What? Why? – November 4, 2009

Not all performance measures are created equal. To be effective with performance management, organizations must develop measures that provide the right information to the right people. This session will present different approaches for developing performance measures for all departments that provide relevant, timely, accurate, and useful information to department managers, executives, and elected officials.

### How to Communicate Performance Information with Departments, Elected Officials, and the Public – February 3, 2010

Being able to communicate performance information is essential. However, there is no single best way to communicate information across the many different audiences. Further, the extent to which performance information is used depends on its presentation and requires it to be timely, relevant, appropriate, and easily understood.

### Implementing Performance Management: Where to Start – March 17, 2010

The number of organizations realizing significant benefits from performance management continues to grow as more and more managers, executives, and citizens demand the level of decision support, accountability, and transparency that it provides. Don't be left behind. This session is geared for those just getting started with performance management or those thinking about starting and will provide practical strategies for implementing performance management in organizations of all sizes.

#### It's Easy to Participate

- The GFOA's Internet training is delivered to attendees via a secure Web site and audio conferencing service.

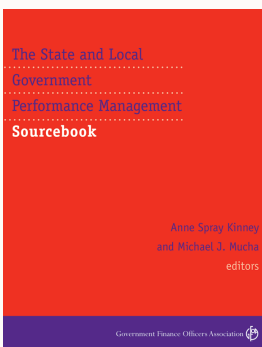
#### Equipment Needed

- A computer with a Web browser to view the presentation.
- A phone to hear the presentation. (Speaker phone recommended, but not required.)

#### How It Works

- Participants will receive e-mailed instructions within two weeks of the program date.
- View materials on secure Internet site.
- Ask questions at any time during the course.
- Test your mastery of the material with interactive exercises.
- Comprehensive PowerPoint presentation supplied for ready reference.

**Release is scheduled for early Fall 2009.**



### NEW The State and Local Government Performance Management Sourcebook

GFOA's latest publication on performance management presents findings from over two years of research into identifying trends and leading practices among public-sector practitioners across the United States and Canada. The book explains essential components of a performance management system including budgeting, citizen participation, evaluation, management, and technology and provides strategies to help governments use performance management as a tool to be more accountable, make better decisions, and ultimately improve services. Also included in the book is a listing of public-sector performance management efforts.

**Recommended Reading**

**To learn more, order online, or register for this event, visit [www.gfoa.org](http://www.gfoa.org).**



# Government Finance Officers Association

## Concepts of Performance Management Series

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#### Program Information (Please Check One)

- Developing Measures: How? What? Why? – November 4, 2009**
- How to Communicate Performance Information with Departments, Elected Officials, and the Public – February 3, 2010**
- Implementing Performance Management: Where to Start March 17, 2010**

#### Please Print or Type

Indicate if you are faxing this form. Fax accepted only with credit card payment or purchase orders. **Do Not Mail the Original.**

Name: \_\_\_\_\_

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Employer: \_\_\_\_\_

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E-mail: \_\_\_\_\_

Check box to indicate if you are substituting for an active member.

Active Member #: \_\_\_\_\_

Active Member Name: \_\_\_\_\_

Please photocopy this form for additional registrants.

**Due to the number of registrations received, the GFOA cannot fax/e-mail confirmations. Confirmations will be sent via U.S. mail.**

Registration fee is per person, not per group. Early and/or student registration discounts do not apply to Internet training.

Register and pay for 3-9 participants and receive 10 percent off the total cost of the registrations. Register and pay for 10 or more participants and receive 15 percent off the total cost of the registrations. To qualify for the group discount, registrations must be submitted together. Individual registrations submitted separately or after the original group is submitted will not qualify for the group discounts.

Cancellation requests must be made in writing to the GFOA. All cancellations received five business days before the event date will incur a \$20 administrative fee. No refunds will be issued after that date.

**Substitutions:** A one-for-one substitution of a nonmember for an active member is allowed. If your organization has a current GFOA member on staff who is not participating in these training seminars, a nonmember may attend in his/her place at the member rate. You must provide the member number and/or name of the GFOA member on the registration form.

**Inquiries:** For information regarding administrative policies such as complaints and refunds, please contact the GFOA at [training@gfoa.org](mailto:training@gfoa.org) or at 312-977-9700.

The GFOA 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 of the acceptance of individual courses for CPE credit. Complaints regarding registered sponsors may be addressed to the:



**National Registry of CPE Sponsors**  
150 Fourth Avenue North • Suite 700  
Nashville, TN 37219-2417  
[www.nasba.org](http://www.nasba.org)

#### Registration Fees (Please Check One)

- \$85 Active/Associate Member
- \$160 Nonmember

Registration Fee \$ \_\_\_\_\_

Group Discount \$ \_\_\_\_\_

**Registration Total \$ \_\_\_\_\_**

#### Publications

##### Quantity

\_\_\_\_\_ **NEW! The State and Local Government Performance Management Sourcebook Release is scheduled for early Fall 2009.** (Members \$40/Nonmembers \$60) \$ \_\_\_\_\_

Purchasers from Illinois add 10.25%, Washington, D.C. add 6% sales tax (unless exempt) \$ \_\_\_\_\_

Add handling charge (for all billed orders) \$ **\$8.00**

Add shipping charge, if applicable \$ \_\_\_\_\_

**Publication Total \$ \_\_\_\_\_**

**Final Total \$ \_\_\_\_\_**

*Full-time students and bookstores receive a 25 percent discount on all products, unless otherwise noted.*

#### Shipping

Unless otherwise specified, all merchandise will be shipped via 1st-class mail at no additional charge to the purchaser. Please allow 1-2 weeks for delivery. The following alternative shipping methods are available on request and will be billed to the purchaser.

- UPS Ground
- 2-day UPS
- Next-day UPS
- 3-day UPS Select
- Other (please specify) \_\_\_\_\_

#### Payment Information (Please Check One)

Fees must be paid in U.S. dollars by check, credit card, or purchase order.

**Payment by Check:** Make check payable to: GFOA  
Send to: GFOA • 3076 Eagle Way • Chicago, IL 60678-1030

**Payment by Credit Card, Purchase Order, Mail, or Fax:**  
(Fax: 312-977-4806)  
GFOA • 203 North LaSalle Street • Suite 2700  
Chicago, IL 60601-1210

- American Express
- Diner's Club
- Discover Card
- MasterCard
- VISA

Name on Card: \_\_\_\_\_

Account Number: \_\_\_\_\_

Exp. Date: \_\_\_\_ / \_\_\_\_ **(Mandatory)**

Signature: \_\_\_\_\_

**Please Bill Me.** You must include a purchase order number. Payment must be received for all registrations prior to the event date.

P.O. No: \_\_\_\_\_



**Government Finance Officers Association**  
203 North LaSalle Street, Suite 2700  
Chicago, Illinois 60601-1210  
312-977-9700 fax: 312-977-4806 [www.gfoa.org](http://www.gfoa.org)