

Organizational Performance Management for Public Managers

Achieve success at every level of management in your department

When: September 29, 2021
Where: Pyle Center, Room TBD

Differing in content and scope from simple performance evaluation, organizational performance evaluation teaches you to analyze your department's effectiveness in achieving objectives. Learn how to avoid the pitfalls of confused objectives when managing your organization's performance, achieve success at every level of management, and evaluate the Voice of the Customer (VoC). This class costs \$225.

By the end of this class, you should be able to:

1. Describe the basics of and rationale for evaluating the performance of an organization.
2. Identify and describe principles and practices associated with evaluating the performance of public agencies and work units.
3. Discuss practical problems associated with efforts to evaluate the performance of public agencies and work units.

Instructor: Tim Garczynski (MS Organizational Change, UW-Platteville) is the Water Distribution Operations Manager with the Milwaukee Water Works. Tim focuses on quality improvement, organizational excellence and performance measurement. Tim is also an American Society for Quality-Certified Manager of Quality/ Organizational Excellence and is a Wisconsin Certified Public Manager.

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