



Organizational Performance Management

An organization must grapple with three major choices constantly: market and customer choices – which segments and types of customers to serve and not to serve; product or service choices – what/what not to offer; and sustainability choices – how to keep winning, how to keep learning, and how to meet stakeholders’ expectations. While performance management can provide insights into all three, its usefulness is the most in achieving the third dimension—continuous adaptation, agility, and successful execution of strategies.

The competitive environment of the 21st century has three key components—complexity, ambiguity, and rapid change. Product life cycles have shrunk dramatically. Organizational mortality is at an all-time high, with lifespans in many industries being less than five years. We need holistic measures which look at organizations for what they are—dynamic systems capable of anticipating and embracing change instead of merely reacting to change. This module on organizational performance management introduces you to such holistic measures.

Outcomes

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| <ol style="list-style-type: none"> 1. Understand the concepts of enterprise performance management. 2. Appreciate the different approaches to performance management, such as the Balanced Scorecard, strategy maps, activity-based costing, and customer lifetime value. | <ol style="list-style-type: none"> 3. Apply appropriate methods to your situation or organization. 4. Measure results. 5. Learn from your results and start the journey of continuous improvement. |
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Recommended Learners

Higher Education

- Undergraduate students
- Graduate students

Business, Industry, Nonprofits, & Agencies

- Managers
- Executives
- Business Owners
- Entrepreneurs

Enterprise Risk Management

Risk management and performance management are grounded in two principles:

1. The less uncertainty there is about the future, the better.
2. If you cannot measure it, you cannot manage it.

The popular notion of risk is that it is a threat. Agile leaders and managers view risk as an opportunity. The objective of risk management is less volatility, greater predictability, fewer surprises, and the ability to bounce back rapidly after a risk event occurs.



It is important to remember that more things might happen than will happen.

Both risk and opportunity have a common feature—both are about the future.

Organizations have difficulty in quantifying risk because they don't have a common basis for evaluating risk appetite relative to their risk exposure.

An example of a learning event in our Leading Edge Learning modules. The types of instructional content within the modules include: readings, videos, transcripts, audios, interactive questions, offline application exercises, flash cards, narrated presentations, matching exercises, relevant articles, downloads, a final exam, and other activities designed to engage learners based on recognized science of learning educational concepts.

Applications and Best Practices

Higher Education

- ✓ Include the modules in an undergraduate course on leadership.
- ✓ Use to develop new or emerging organizational leaders.
- ✓ As education modules within a graduate program that includes leadership.

Business, Industry, Nonprofits, & Agencies

- ✓ Use to transition from senior manager to organization leader.
- ✓ Develop newly selected senior leaders.
- ✓ Develop continuous quality improvement skills and abilities.

Pricing

Module is Approximately 4-6 Learner Hours

1-100 Learners per Year

\$49 per Learner

101-500 Learners per Year

\$44 per Learner

500+ Learners per Year

\$39 per Learner