

Getting Real about Results

What Public Service Executives Need to Know About Results-based Management

Results-based management (RBM) is a great principle, but it has to be implemented in the real world. Day-to-day pressures, incentives and relationships in the public service aren't always in synch with what managers and executives are told about RBM. *Getting Real about Results* addresses the gap between the rhetoric and reality of RBM.

This one-day workshop, offered in partnership with Mark Schacter Consulting, covers the strategic and the operational aspects of RBM in the public sector. Participants will consider their responsibility, as Departmental leaders, to use RBM as a tool for instilling staff with a strong sense of mission, while also acknowledging the factors that can get in the way of the ideal vision of RBM. The workshop, which will be limited to public service executives, will provide a neutral and informal forum for senior leaders to explore these difficult issues. Topics to be addressed include:

What are "results", anyway?

- Participants work toward consensus on an operational definition that suits the reality of the public service.

A View from the Trenches

- Perspectives on how RBM is viewed at the working level.

Easy to Say; Hard to Do

- What factors inhibit, and facilitate, living up to the ideals of RBM?

How Do Your Staff Do It?

- We examine the core ideas and techniques of RBM in the public service.

RBM as a Leadership Tool

- How can leaders use RBM to instill a sense of purpose in their organization? When has it worked in this way? When has it not worked?

RBM Meets Governance

- We see how RBM feeds into a broader "cycle of accountability."

RBM Meets the Real World

- What does the "Sponsorship Scandal" teach us about implementing RBM in the public service?