



OPERATIONAL LEADERSHIP: managerial

UNDERSTANDING AND UTILIZING PERFORMANCE MEASUREMENTS

A high performing organization is reliant upon meaningful and effective performance measures. Unfortunately, too many organizations do not measure what matters, instead measuring too much of what does not matter. Understanding and Utilizing Performance Measurements equips managers to take their organizations to the next level by understanding, measuring, and interpreting the things that matter.

Objectives:

By the end of this workshop, participants will be able to:

- Know what performance measures are
- Understand the importance of using performance measures
- Create performance measures
- Identify additional sources of information

