



EDWARD J. COLLINS, JR. CENTER FOR PUBLIC MANAGEMENT
JOHN W. McCORMACK GRADUATE SCHOOL OF POLICY AND GLOBAL STUDIES
UNIVERSITY OF MASSACHUSETTS BOSTON

Greetings:

Starting to see signs of Spring? This Course in Performance Management will give you a fresh outlook on what you do and help you think about working in new ways. Many organizations are being called on to accomplish more with fewer resources. This online course in Performance Management for Government and Non-Profits can help you learn how to articulate your organization's desired results and measure them in ways that is useful both internally and for your external constituents. You will learn how to identify programmatic results, select appropriate performance indicators, analyze data, create appropriate reports and use these data to drive improved performance in your organization. The course also covers issues associated with mixing money and results such as in performance based contracting and pay-for-performance.

Here's what a recent student had to say:

"This was my first truly on-line course and I found it quite interesting and flexible.

The information and readings supplied were interesting and informative. I came into the class thinking I knew what we would be learning, but ended up realizing there were many more layers involved. I'm glad I took the course and I think it will have a positive influence on my management perspective."

Town Administrator, March 2011

With our online Performance Management Course, you can participate in the course anytime of the day or night and any day of the week that is convenient for you. This six module course is a good way for you to get acquainted with online education and learn relevant skills for enhancing performance in the public sector.

Enrollments have started for the Online Course in Performance Management for Governments and Non-Profits that starts April 5, 2011. You can register now at: <http://uc.umb.edu/corporate/government-performance/> and you will be billed at the address you provide.

Please try to register by March 29, 2011, so we can provide you the best service.

Online Course in Performance Management

What: Performance Management in Government and Non-profits.

Targeted to: Municipal, state, and federal government employees, as well as non-profit managers.

Specifics: Adapted from a McCormack Graduate School of Policy Studies course taught by former Collins Center Director Shelley Metzenbaum, PhD. Dr. Metzenbaum is now the Associate Director of the Office of Management and Budget for performance and personnel management in the Obama Administration. A six module course offering 2 Continuing Education Credits (CEUs).

When: April 5th - May 13th.

Cost: \$700 (\$600 for municipal, state and federal employees).

Who: [The Edward J. Collins, Jr. Center for Public Management](#) at UMass Boston's McCormack Graduate School of Policy Studies. The Collins Center is dedicated to improving the effectiveness and cost efficiency in public sector organizations.

Deliverables: The tools necessary to help organizations realize the value of setting goals, measuring performance and using the resulting data as a management tool to improve outcomes.

Teaching Methodology: The latest in online technology, offered in an intuitive, user-friendly presentation. Ideal for both online rookies as well as veteran online learners.

Course Background: In the current environment of heightened accountability, government organizations and non-profits are increasingly adopting management approaches focused on using goals and performance indicators to increase effectiveness and communicate accomplishments. The knowledge and tools gained from this course will be extremely valuable in helping to set an organization on a path of management for results.

For more information, please contact Shona Jackson (tel. 617.287.6934, email shona.jackson@umb.edu).

[Course Preview Video](#)

[Detailed Course Description](#)

[To Register](#)

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