

PUBLIC SECTOR PERFORMANCE ROUNDTABLE

PERFORMANCE LEADERSHIP WORKSHOP

4th March 2010

This workshop will show you how to measure, manage and improve the performance of your organisation through 'performance leadership'. Performance leadership means understanding and addressing the wants and needs of your key stakeholders, aligning and empowering staff to achieve the objectives of the organisation, and creating a culture of performance improvement.

Session 1

The workshop will start by examining the key challenges organisations are facing in the way they manage performance from both a technical and strategic viewpoint. We will start by discussing some of the best ways to:

- set performance targets and indicators
- design strategic performance measurement systems
- manage and improve processes.

Session 2

Then, we will consider behavioural and cultural issues; looking at how to:

- foster alignment to deliver against organisational goals
- enhance accountability and responsibility through empowerment
- promote common values and practices.

Session 3

The third part of the workshop will focus on the concept of leadership. In particular, we will critique the often held idea of the leader as hero, and suggest ways in which leaders, acting at different levels within an organisation, can play a fundamental role to ensure the success of the organisation. We will explore ways to:

- formulate a shared vision that motivates people to achieve goals
- introduce a diffused model of leadership and how to create readiness in the organisation
- promote alignment and commitment by providing support and a sense of direction.

This workshop will be highly interactive; delegates will have an opportunity to experiment with the latest ideas and see how they can be applied within their own organisations, and to interact with colleagues from other areas of the public sector.

Workshop timings

Registration starts at 09:00. The workshop will begin at 09:30 and finish at 16:30; lunch will be at 13:00. Documentation and refreshments will be provided on the day.

Facilitators' Biographies

Pietro Micheli, MSc, MRes, PhD

Lecturer, Cranfield School of Management

Pietro joined the Centre for Business Performance at Cranfield School of Management in 2003. He was awarded a PhD and a Master by Research in Management from Cranfield School of Management, and a Master in Management and Production Engineering from the Politecnico di Milano. His current research focuses on the development of performance measurement systems in both public and private organisations.

Pietro has published in both practitioner and academic journals on strategic and operational aspects of performance measurement and management. At Cranfield he directs the Public Sector Performance Roundtable, a forum of public sector managers interested in performance management related issues.

Pietro has lectured in a number of European academic institutions, worked with and consulted to several private and public organisations, run executive courses and workshops, and is a regular speaker at academic and practitioner conferences. He speaks fluent English, Italian, French and Spanish.

Kim Turnbull James

Professor of Executive Learning, Director of the Centre for Executive Learning and Leadership, Director of Faculty Development

Kim is Professor of Executive Learning at Cranfield School of Management and is Director of the Cranfield Centre for Executive Learning and Leadership. Kim works in depth with clients enabling them to develop their talents and understand what is needed in their leadership roles to achieve their organizational and personal goals. She has worked with a wide range of organisations, including major corporates in the automotive, aerospace, pharmaceutical, insurance and banking industries as well as public service organisations, such as police, local authorities and the health service. Executive coaching, consulting to teams and leadership development are all part of Kim's portfolio. At Cranfield Kim has directed many public and in house management development programmes.

Kim is frequently a speaker at international academic and management conferences. Her particular areas of interest include strategic and distributed leadership, leadership development in a global context, collaborative learning for leadership, organization politics and the impact of group and organization dynamics on organization leadership. She has worked with women's leadership development for over 20 years. Kim has published widely on these topics and is on the editorial boards of Management Learning and Leadership, international journals in this field.

The Centre for Executive Learning and Leadership researches the key processes that underpin leading learning and change in organizations. The Centre undertakes research in topics of importance to practitioners.

Kim is a Chartered Psychologist, a Chartered Scientist and a Chartered Member of the Institute of Personnel and Development. She is the Director for Faculty Development at Cranfield. She is a Sunningdale Fellow: the Sunningdale Institute has been established as a virtual network of leading academics who are called upon to advise government.

For further information and to book your place, please contact:

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