Projacs
an egis company
بروجاكس للتدريب والتطوير
Projacs Training and Development

Happiness and Government KPIs

السعادة ومؤشرات الأداء الرئيسية للحكومة

28 June – 02 July 2020

Dubai / United Arab Emirates

A Member of:
PROJACS ACADEMY

ProjacsAcademy.com

Introduction

In general, Key Performance Indicators serve two purposes. KPIs communicate what is important and, what the expected level of performance is. That is why KPI management and selection is critical to executing your strategic plan. Businesses have the advantage of determining performance indicators based on profit or loss. The public sector has no such bottom line.

In the government sector, measurement can be difficult. There may be organizational and political reasons why rigorous measurement is challenging!

On the other hand, recognizing employees through various recognition programs is a fantastic means for increasing happiness. Being appreciated is a basic human feeling and reaps great rewards. Praise and recognition are essential to an outstanding workplace and its employees.

The cost of employee happiness is very minimal in relation to the benefits that will be experienced. Employee happiness programs have been shown to increase productivity, employee loyalty, and increased safety.

Objectives

By the end of this course practitioners shall learn to:

- Discuss different types of Happiness Programs
- Design Employee Happiness Programs
- Create A Culture of Happiness
- Understand the Value of KPIs
- Design and Use KPIs Effectively.

Who Should Attend?

- Managers, Supervisors, and Team Leaders.
- Planning and Strategy Managers and Staff.

Course Outline

DAY 1:

- Introduction and Course Overview
- The Many Types of Happiness Programs
- Designing Employee Happiness Programs
- How to Get the Buzz Out About Your Program
- It Starts From The Top! Training Your Management Team

DAY 2:

- Creating A Culture Of Happiness
- The Importance of Small Gestures
- The Challenge of Employee Recognition
- Maintaining Employee Recognition Programs

DAY 3:

- What are KPIs
- How KPIs Differ From Other Indicators?
- Strategic Aims if KPIs
- Conditions of good KPI's
- Types of KPIs

DAY 4:

- Planning to Measure
- Choosing What to Measure
- Determining How to Measure
- Why KPIs in the Public Sector?
- How to Develop Government KPIs?

DAY 5:

- Government KPIs Management
- What Should KPIs Government Measure?
- How many KPIs should a government organization utilize?
- Putting KPIs Into Action

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- Technical Session 08.30-10.00 am
- Coffee Break 10.00-10.15 am
- Technical Session 10.15-12.15 noon
- Coffee Break 12.15-12.45 pm
- Technical Session 12.45-02.30 pm
- Course Ends 02.30 pm

Course Fees*

- **2,950USD**
  **VAT is Excluded If Applicable*