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## Managing Performance Management

Integrating behavioral competencies into the performance management system is a process virtually without end—there will always be opportunities for your organization to further develop these competencies, and these competencies promise to be the key to furthering the mission of public health for the foreseeable future. This in no way means that your organization will pursue this path without stopping to evaluate its success. After all, one of the competencies with which we are trying to increase our proficiency is information management and another is assessment, planning, and evaluation. You must capture key indicators so that your organization can improve its ability to develop these competencies. Somewhere along the line, someone is going to want to know the following:

- How many people went through orientation?
- How many people went through training?
- How many hours have been spent by organization personnel?
- How much money was spent?
- What trade-offs were made: personnel time? Other resources?
- Have initial objectives for goal-setting meetings been rolled down?
- What percentage of staff have had their goal-setting meetings? Are you on schedule?



**For in-depth treatment and other perspectives, the following are good resources:**

*Performance Measurement: Concepts and Techniques.*

(a comprehensive workbook)

From the Center for Accountability and Performance, American Society for Public Administration

**[www.aspanet.org](http://www.aspanet.org)**

*Selected Literature on Performance Management.*

Prepared by the Public Health Foundation

**[www.phf.org](http://www.phf.org)**

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