



Topic area questions for sharing information in Session 2

1. A supportive organizational culture is a critical success factor when implementing a performance management system.
 - How has the culture of your organization impacted efforts to implement a successful performance management system (positive or negative)?
 - What concerns you hear from staff?
 - What are some things you have done to help manage the change associated with your organization's performance measurement efforts?
2. In the pre-workshop survey *Measuring the right things* was identified as the biggest challenge.
 - Specifically, what have you done to help staff identify the right things to measure?
3. Great performance measurement systems focus on the vital few measures vs. the trivial many.
 - How have you minimized the number of measures you track and report?
4. Gaining insight from the data collected and reported is necessary for making decisions.
 - Who looks at the reported data and how often?
 - How are conversations started about reported data?