PuMP

ONLINE IMMERSION 2020

A message from PuMP creator, Stacey Barr

WHY MEASUREMENT, AND WHY NOW?

We're in a time of unprecedented uncertainty, with COVID-19 and its wake. We're turning our attention to the fundamentals of safety, security and the resilience to personally bounce back afterwards.

Our organisations need to prepare to bounce back, too. We can't afford to carry the wasted effort we used to. We can't afford the luxury of too many goals and initiatives like we used to. We can't afford to guess and hope our way to better performance.

While we're hunkered down during this crisis, let's invest in bouncing back better. One of the vital fundamentals for our organisations is the kind of measurement that supports ruthless prioritisation, evidence-based decisions, and high-ROI change initiatives.

The PuMP Online Immersion is designed for you, specifically with this in mind. It's not just our usual training, delivered online. It's far more than that…

WE MADE IT BETTER THAN A WORKSHOP…

This program is a true immersion; it's not just training. It's live interaction, facilitated demonstrations, lots of Q&A time, implementing along the way, getting personal feedback, and connecting with each other. So, even though it's online, the PuMP Online Immersion is better than a live workshop:

- We'll help you **create a sense of community**, with program participants and with your colleagues, as you learn and implement PuMP.

- You'll **keep productive and engaged** during this quieter work period, finally finding the time to do the important measurement work that has always taken a back seat to the never-ending urgent to-do list.

- You'll **lay a foundation to bounce back** after COVID-19, because measuring well means you can respond faster to new targets, fewer resources, and shifting strategic directions.

- Your learning will be deeper, and will stay with you more easily, so you can **take a profoundly important new skill into the new world** we'll all need to help rebuild.

- Workshop participants often say, "I'll have to wait and see how this works back at work". But this program allows you **test and tweak along the way, and course-correct as we guide you.**

Will you join us?

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WHAT IS PuMP?

There are universally common struggles that are evidence of the wrong kind of measurement: immeasurable goals, irrelevant measures, no buy-in, and useless dashboards and reports.

These struggles are due to bad KPI habits that have become common practice: writing goals with "weasel words", brainstorming KPIs, using measures to judge people, and rushing to build dashboards that end up being useless.

PuMP is a performance measurement methodology that was designed to deliberately replace those bad KPI habits with practices that work.

PuMP is the end of your KPI struggles.

WHY PUMP WORKS

We need a strong performance culture to bounce back after crisis. PuMP is the way to create your performance culture:

- It starts by replacing fear of judgement with a passion for learning how to lift performance.

- Then, we set clearer goals, measure them meaningfully, at all levels of the organisation.

- Now, we have useful information for evidence-based decisions that improve performance.

- This becomes a natural part of how we work, we reach stretch targets, and we lead our industry.

- We become a high-performance organisation, because what we aim for, we achieve.

HOW ONLINE IMMERSION WORKS

PuMP is a practical, logical and engaging 8-step process to choose, create and use measures to drive high-ROI improvement:

STEP 1	STEP 2	STEP 3	STEP 4
Understanding Measurement's Purpose	Mapping Measurable Results	Designing Meaningful Measures	Building Buy-In to Measures

STEP 5	STEP 6	STEP 7	STEP 8
Implementing Measures	Interpreting Signals from Measures	Reporting Performance Measures	Reaching Performance Targets

The PuMP Online Immersion is an interactive 8-week program, delivered entirely online, with a focus on learning and implementation.

The PuMP Online Immersion is the most practical program we've ever offered…

The PuMP Online Immersion program guides you through your first real implementation of PuMP with 100% virtual resources and interaction:

- Learn online, via live and interactive webcasts

- Download all the support resources you need

- Follow along with our live demonstrations

- Implement with your team, as you learn

- Receive feedback on your implementation

- Learn from all program participants' implementation and feedback

- Collaborate with other program participants

And after our final lesson, we'll still support you as you continue to implement PuMP into the future:

- **Free membership in our online PuMP Community**, to access lots more resources.

- **All lessons are recorded** and replays available for 3 months following our final lesson.

- **Keep the comprehensive Q&A report** we'll create for you throughout the program.

- **Keep the set of live demonstrations** we'll facilitate with program participants in using each of the PuMP templates.

- **BONUS: Free lifetime membership in our self-paced PuMP Online program**, to maintain your know-how after the Immersion closes.

BECOME PUMP CERTIFIED

PuMP is certified by APMG, the world's leading accreditation and exam institute for professional certifications.

After completing this live online program, you can choose to take the PuMP Certification exam, and a certificate and digital badge is provided on your successful achievement of a 75% score.

Taking the exam is a quick, easy and fun way to review what you learned throughout the program and increase the likelihood you'll continue to apply PuMP successfully in the future.

OUR PRESENTERS ARE KPI EXPERTS

Stacey Barr, the Performance Measure Specialist, is the creator of PuMP. She has specialised in organisational performance measurement since 1993. Stacey is known for her practicality, approachable presentation style (even online!), and innate ability to balance the technical and social sides of performance measurement.

PuMP creator, Stacey, comes out of 'teaching retirement' to co-deliver this program!

Mark Hocknell, Licensed PuMP Partner for Australia and Asia-Pacific, has been applying, facilitating and teaching PuMP since 2007. He specializes in performance measurement and customer centric business. Mark has an open and collaborative style and is known for his ability to encourage and inspire people to see things in new (but realistic) ways.

"I cannot speak highly enough of Stacey and her Performance Measure Blueprint. There is a lack of good quality performance measurement training in Australia and I highly recommend Stacey's training as the best in the business." -- Melinda Varley, Director Business Performance Management, Australian Public Service

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THE PROGRAM SCHEDULE

This program has been designed specifically for our customers in the Asia-Pacific region. Following is the live schedule, but they're all recorded, and replays are available until 30th September 2020.

Dates (AEST)	Topic
Tue 28th April	SESSION 1: Welcome & Orientation | Meet and greet, how the program will work, an introduction to PuMP, preparing your implementation.
Wed 6th May	SESSION 2: PuMP Step 1 Understanding Measurement's Purpose | Getting your team ready to start, using the PuMP Diagnostic.
Thu 7th May	SESSION 3: PuMP Step 2 Mapping Measurable Results | How to make intangible goals measurable, using the Measurability Tests, how to align goals to communicate and cascade strategy, using the Results Map.
Tue 12th – Fri 15th May	Coaching for Steps 1 and 2 | Submit your Measurability Tests and Results Maps for feedback. All feedback is shared (anonymously) with program participants to deepen learning.
Wed 20th May	SESSION 4: PuMP Step 3 Designing Meaningful Measures | How to recognise a good vs bad measure, how to design quantitative evidence-based measures, using the Measure Design technique.
Thu 21st May	SESSION 5: PuMP Step 4 Building Buy-in to Measures | How to get people engaged in measurement, how to run a Measures Gallery (including online versions).
Tue 26th – Fri 29th May	Coaching for Steps 3 and 4 | Submit your Measure Designs for feedback. All feedback is shared (anonymously) with program participants to deepen learning.

Dates (AEST)	Topic
Wed 3rd June	SESSION 6: PuMP Step 5 Implementing Measures | How to define the details to implement quantitative measures, using the Measure Definition template.
Thu 4th June	SESSION 7: PuMP Step 6 Interpreting Signals From Measures | The keys to valid interpretation of measures, how to create and use XmR charts to identify true signals in measures.
Tue 9th – Fri 12th June	Coaching for Steps 5 and 6 | Submit your Measure Definitions and XmR charts for feedback. All feedback is shared (anonymously) with program participants to deepen learning.
Wed 17th June	SESSION 8: PuMP Step 7 Reporting Performance Measures | What makes reports useful and usable, designing reports and dashboards using Report Design principles.
Thu 18th June	SESSION 9: PuMP Step 8 Using Measures & Program Close | The role of measures in strategy execution and performance improvement, using measures to find leverage, continuing PuMP into your future.
Tue 23rd – Fri 26th June	Coaching for Steps 7 and 8 | Submit your Performance Reports and improvement plans for feedback. All feedback is shared (anonymously) with program participants to deepen learning.

HOW TO REGISTER…

When we receive your registration, we'll email you a confirmation and full details for the program.

Use the registration form on the next page…

If you have any questions, please email us at info@staceybarr.com

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ASIA-PACIFIC REGISTRATION FORM

TAX INVOICE | ABN 57 129 953 635

Confirmation of your registration will be provided within 5 business days.
Australia: When filled out, this form is your Tax Invoice for GST purposes.

STEP 1: YOUR DETAILS (ADD ADDITIONAL REGISTRANTS OVER THE PAGE)

Name: _____

Position: _____

Organisation: _____

Email: _____

Address: _____

City: _____ State: _____ Postcode: _____

Phone: _____

STEP 2: TO REGISTER, YOU MUST AGREE TO THE TERMS & CONDITIONS

☐ I have read & agree to the terms & conditions, listed to the right →

STEP 3: HOW MANY PEOPLE ARE YOU REGISTERING?

The following are introductory prices for this bespoke program. We aimed for extremely high value-for-money and ease of involving more of your colleagues during this difficult COVID-19 era:

	#	Aussies	Kiwis & other
☐ Individual registration:	____	$3000 AUD ($3300 with GST)	$3000 AUD (no GST)
☐ Team registration** (up to 7 per team):	____	$10000 AUD ($11000 with GST)	$10000 AUD (no GST)

STEP 4: WHICH PAYMENT METHOD?

Payment prior to the program is mandatory. For Australians, please use rates with GST included as above. For New Zealanders and others outside Australia, no GST applies.

Credit card: ☐ Visa ☐ MasterCard ☐ AMEX

Card Number: ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___ ___

CVV: ___ ___ ___ Expiry Date: ___ ___ / ___ ___ Total Amount: $ _____

Name on Card: _____

Signature: _____

☐ **Direct Debit** for: $ _____ *BSB: 064105 Account: 1028 5300 SWIFT: CTBAAU2S*

☐ **Invoice me** for: $ _____

STEP 5: REGISTER BY FAX OR EMAIL

Fax: 07 3112 4116 (international +61 7 3112 4116)
Email: info@staceybarr.com

TERMS & CONDITIONS

GUARANTEE

If during the program you decide to withdraw from it due to it not delivering what it promised to you, and you wish to obtain your money-back guarantee, you must do so in writing within 3 weeks of your registration in the program.

CANCELLATION POLICY

You may make substitutions at any time prior to the program. Cancellations and transfers to a future course will incur a $198 service fee per registrant.

Registered participants who cancel less than 2 weeks prior to the program start or don't participate in the program forfeit the program fee but retain access to the program for its planned duration and to the resources included.

PROGRAM CHANGES

Stacey Barr reserves the right to alter dates and/or times of the program if registration criteria are not met or if conditions beyond her control occur.

All efforts will be made to contact each registrant if changes occur. If the program is not held for any reason, Stacey's liability is limited to the program fee only.

** TEAM REGISTRATION

The team fee is for a single group registration of 4 to 7 people in the same organisation in a single registration and payment.

A team works together throughout the program, on the same shared implementation project. Each team must have a single nominated team leader as the primary contact, on behalf of their team, for coaching with the presenters and coaches.

INTELLECTUAL PROPERTY

Your use of PuMP® is for internal facilitation and personal use only. Any other use of PuMP® requires permission from Stacey Barr.

STACEY BARR

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ASIA-PACIFIC REGISTRATION FORM

STEP 6: WHO ELSE IS REGISTERING?

Copy this sheet and attach as many as required. If you are registering a team, please provide a team name and indicate which person is the *one* team leader.

Name:

Position:

Email: Phone:

Address:

City: State: Postcode:

Team Name: **Team Leader?** Yes / No

Name:

Position:

Email: Phone:

Address:

City: State: Postcode:

Team Name: **Team Leader?** Yes / No

Name:

Position:

Email: Phone:

Address:

City: State: Postcode:

Team Name: **Team Leader?** Yes / No

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