

# PUMP

## BLUEPRINT WORKSHOP

### 2023 AUSTRALIAN & NEW ZEALAND WORKSHOPS

#### REAL SUCCESS IS MEASURABLE

High-performing organisations fulfil their mission, achieve their vision, reach targets that matter, and do this sooner and with less effort. They have a performance culture, of people fully engaged in their contribution to the organisation's success. Measuring performance, meaningfully, is an essential cornerstone to success.

#### BUT WE STRUGGLE WITH MEASURES

Our struggles with measuring performance are, surprisingly, universal. They transcend organisation size, industry, sector, and even country. The most common struggles, from our research, are:



#### IT'S BECAUSE OF BAD KPI HABITS

These struggles are due to bad habits that, in the absence of a true performance measurement approach, have become common practice. Some are:

- Writing goals with "weasel words"
- Using measures to judge people
- Brainstorming KPIs and measures
- Rushing too quickly to fancy dashboards
- Knee-jerk reacting to measure values
- Looking for quick-fixes to hit targets

#### WE NEED A PERFORMANCE CULTURE

We can't wait until we have a performance culture before we focus on measuring performance. Good performance measurement is what builds a 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.

To build a performance culture, our bad KPI habits must be unlearned, and replaced. The PuMP® Blueprint is the easy, fast and engaging way to replace them.

#### THE PUMP BLUEPRINT WORKS

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



Archimedes said "Give me a lever long enough and a fulcrum on which to place it and I shall move the world." The 'world' is our mission, vision and goals. The lever is our strategic initiatives. The fulcrum – what makes the leverage possible – is meaningful measurement.

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### THIS WORKSHOP IS PRACTICAL

The workshop program guides you through the exact steps you'll follow to implement PuMP back at work. For example, for the 3-day version, the first two days walk you through the eight steps of PuMP, so you know how to develop great measures. On the third day, you'll put the first few steps into practice, and head back to work with your measures already drafted.

Your implementation back at work will be supported by:

- A comprehensive reference workbook that will support your implementation back at work.
- A case study demonstrating the full application of the PuMP techniques, to model and inspire.
- All the time-saving templates and tools to use as you involve your colleagues in implementation.
- Free membership in the online PuMP Community, to boost your implementation.

"The stand-out feature of day 3 was the opportunity to apply the process to real-world problems we have in our area of Air Force strategy development & performance measurement. This helped reinforce my learning and also gave me a real-world start I can take back to my work." – Workshop participant in March 2016, New Zealand

### BECOME PUMP CERTIFIED

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



After completing the workshop, 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 at the workshop and increase the likelihood you'll apply PuMP successfully at work.

### STACEY BARR IS PUMP'S CREATOR

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, and innate ability to balance the technical and social sides of performance measurement.



"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

### OUR PRESENTERS ARE KPI EXPERTS

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 ways.



"The workshop was brilliantly paced - normally on other full day workshops one can struggle to retain attention whereas at PuMP the pace was a good mix of listen, learn and apply steps, then break cycle." – Steve Holley MBA BEng, Head of ICT Customer and Business Support, Gloucestershire Hospitals NHS Foundation Trust

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STACEY BARR

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### IS THIS WORKSHOP FOR YOU?

Executives and other leaders who set the direction and encourage staff to measure and improve the right things.

“Stacey, the workshop that you ran was revelational - truly. As a result, it's strengthened the focus in our organisation about what matters most.” -- Todd MacDougall, CEO, Corcom

#### Strategic Planning and Performance Measurement

Professionals who facilitate the entire process of creating and using meaningful performance measures.

“I cannot tell you how many times I bring people back to your measure design model and see it work time and time again.” -- Jerry Stigall, Director, Organization Development, Strategy, & Policy, Douglas County Government

Business Analysts and Reporting Officers who work within specific steps of the performance measurement process, collating and analysing data and presenting performance information in reports.

“The knowledge that I have gained through the workshop has enabled me to grow into my role as a performance measurement champion.” -- Fiona Issel, Senior Distribution Design Support Officer, Western Power

Project Managers, Performance Improvement Officers and Consultants who use performance measurement in their day to day client work or improvement projects.

“So far this training has met and exceeded my expectations! I am a program evaluator by training and specialize in data visualization. This process will enhance the work I am doing right now with my clients.” -- Veronica Smith, MSEE, Managing Director, data2insight ([www.data2insight.com](http://www.data2insight.com))

### OUR 2023 AUSTRALIAN & NEW ZEALAND WORKSHOPS

As COVID restrictions ease in Australia and NZ, we are now providing a choice of both online and in-person workshops in 2023.

For our Australian, New Zealand and Asia-Pacific customers, we have scheduled the following online and in-person PuMP Blueprint Workshops:

#### 9, 10 & 11 May (Wellington, NZ - 3 Full-Days)

Days 1 & 2 : 9am – 5pm NZST.

Day 3 : 9am – 3pm NZST.

#### 14-15 & 19-21 June (Online 5 Half-Days)

Each day is: 8am – 12pm AWST / 10am – 2pm AEST / 12pm – 4pm NZST.

Online workshops cover the same material, are supported by the same physical training resources (we post to you) and include online small-group activities. They are presented and facilitated using Zoom.

### HOW TO REGISTER...

You can register in two ways:

**Online, at [pumpblueprint.com](http://pumpblueprint.com)**

or

**Offline, on the next page**

When we receive your registration, we'll email you a confirmation and details for the workshop. Just before the workshop, we'll email details for how to get ready.

### FOR MORE INFORMATION

If you have any questions, please email us at [info@staceybarr.com](mailto:info@staceybarr.com)

## 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: WHICH WORKSHOP ARE YOU REGISTERING FOR?

**9, 10 & 11 May 2023**  
9am to 5pm (3pm on day 3) NZST  
Early Bird 07 April 2023

**14-15 & 19-21 June 2023**  
8-12 AWST / 10-2 AEST / 12-4 NZST  
Early Bird 12 May 2023

#### STEP 4: HOW MANY PEOPLE ARE YOU REGISTERING?

	#	AU Registrants	NZ Registrants
<input type="checkbox"/> Full fee rate (after Early Bird*):	_____	\$3450 AUD (\$3795 with GST)	\$3450 AUD (no GST)
<input type="checkbox"/> Early Bird* rate:	_____	\$2760 AUD (\$3036 with GST)	\$2760 AUD (no GST)
<input type="checkbox"/> Group** rate:	_____	\$2760 AUD (\$3036 with GST)	\$2760 AUD (no GST)

#### STEP 5: WHICH PAYMENT METHOD?

Payment prior to the workshop is mandatory. For workshops based in Australia, please use rates with GST included as above. For workshops based in New Zealand, 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: CTBAU2S

Invoice me for: \$ \_\_\_\_\_

#### STEP 6: REGISTER BY EMAIL

Email: [info@staceybarr.com](mailto:info@staceybarr.com)

#### TERMS & CONDITIONS

##### GUARANTEE

If during the workshop you decide to withdraw from it, and wish to obtain your money-back guarantee, you must do so either at the workshop, or in writing within 3 months of your attendance at the workshop.

##### CANCELLATION POLICY

You may make substitutions at any time prior to the workshop. 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 workshop or don't show up at the workshop either forfeit the workshop fee or can transfer to another workshop held within 12 months (one transfer only).

##### PROGRAM CHANGES

Stacey Barr reserves the right to alter dates and/or times of the workshop 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 workshop fee only.

##### \* EARLY BIRD RATE

To qualify for the Early Bird rate we must receive your registration and payment on or before the Early Bird dates listed. We want to be fair to everyone! Early Bird rate and Group Booking discount cannot be combined.

##### \*\* GROUP BOOKINGS

The group discount is for 2 or more people from the same organisation in a single registration and payment.

##### INTELLECTUAL PROPERTY

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

## 2023 AUSTRALIAN & NEW ZEALAND WORKSHOPS REGISTRATION FORM

### STEP 7: WHO ELSE IS REGISTERING?

*Copy this sheet and attach as many as required*

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postcode: \_\_\_\_\_

Phone: \_\_\_\_\_