

# Results Measurement for Program Managers

**3½ Day Training Course**  
**22<sup>nd</sup> – 25<sup>th</sup> November 2016**  
**Bangkok, Thailand**

## Course Participants:

You are a **team leader or senior manager** implementing a private sector development program and you want to make use of results measurement for *strategic learning and decision-making as well as effective reporting*.

This course will help participants respond to the increasing demand for solid results measurement to assess the effectiveness of development aid and improve program implementation.

Please note that this is not a technical course on results measurement. **This course focuses on the practical issues that managers face in fostering and using results measurement in their programs.** [HPC](#) offers the more technically focused course “Results Measurement for Sustainable Private Sector Development.” See the [HPC website](#) for details.



Results Measurement for Program Managers – Bangkok, March 2016

## What other participants said:

- *It was relevant, practical, something I can apply and new.*
- *Good use of many examples. Good and interesting inputs from trainers and participants.*
- *It connects to real scenarios and clarified principles.*
- *Excellent combination / balance of more technical and more managerial content.*
- *The course fully met my expectations, giving a framework for what to focus on as a manager.*

**This course – exclusively for program managers of implementing agencies – will introduce you to the key principles, practices and tips that will enable you to lead effective results measurement for management, learning and reporting in your program.**

The course will draw on the [Donor Committee for Enterprise Development Standard for Results Measurement, \(DCED\)](#), a practical framework, based on proven good practice, to improve program performance and enable you to communicate credible results.



Results Measurement for Program Managers – Bangkok 2015

*The course is designed to maximise participation and learning from experience: participants will engage in a wide variety of discussions and activities that allow them to learn from each other as well as from the trainers.*

## Course Objectives

By the end of the course you will be able to:

1. Outline a practical and credible monitoring and results measurement system for your program;
2. Determine the resources – time, skills and money – needed for effective results measurement;
3. Define appropriate organizational structures, processes, roles and responsibilities for results measurement;
4. Establish the right incentives for staff to regularly monitor and report on results;
5. Foster a culture of honest inquiry, learning and analysis in your program;
6. Report clearly and credibly on results at all stages of program implementation;
7. Enable staff and managers to use information on result to improve program implementation and maximize results.

## Course Summary

Effective program monitoring and results measurement is needed to steer private sector development programs. It relies on a supportive organizational culture, appropriate incentives, a well thought through organizational structure, a suitable mix of skills and, above all, a successful driver. Experience has shown that management is perhaps the most significant factor in effective results measurement and compliance with the DCED Standard. This course focuses on equipping managers of private sector development programs with the practical skills, tools and lessons needed to ensure their organizations both measure results credibly and use that information to maximize impacts.

### The course will address questions, such as:

- How can I effectively integrate results measurement with program management?
- What should I look for when reviewing the program portfolio, the sectors and the interventions?
- How can my program make useful program-level projections? How can intervention projections support on-going decision-making?
- What is sensible monitoring and measuring – not too much, not too little?
- How can I ensure my managers and staff use information on results to improve interventions and strategies?
- How can I establish incentives for staff to perform their results measurement tasks credibly and effectively?
- How can I set up a practical results measurement system in my program? How do I allocate roles and responsibilities?
- What are good practices in reporting to and communicating with the program donors?

## Course Outline

### Day 1

- Overview of RM within a program
- Managing results chains and projections

### Day 2

- Overseeing choices in monitoring and measuring
- Using information for program improvement

### Day 3

- Setting up, improving and incentivising an RM system

### Day 4

- Reporting and communications; manager exchange

## Registration and venue

**Course registration** can be done by contacting MCL at [holm@miehlbradt.com](mailto:holm@miehlbradt.com). Participants will be requested to return an intake form. Applicants will be informed of acceptance to the course within 14 days.

**The course fee** of USD 2,400 includes tuition, training materials and lunch (4 days) during the training. Travel, accommodation, insurances and dinners are excluded.

**Early-bird-discount** (10%) is applicable if registration, acceptance and payment are completed before 22<sup>nd</sup> September 2016.

The course will take place at the S31 Hotel in Bangkok. Preferential room rates will be available at the hotel. Participants are advised to contact the hotel directly after the course registration is completed. ([www.s31hotel.com](http://www.s31hotel.com))

**Note the course will run from 8:30 am on 22<sup>nd</sup> November until 1:00 pm on the 25<sup>th</sup> of November.**

## The trainers

### [Hans Posthumus](#)

Hans has worked in private sector development since 1986 and has been actively involved in the development of the Standard of the DCED from the beginning. As a consultant with the pioneering group in early 2008, as a trainer conducting the first DCED Measuring Results course in 2009 and as a certified auditor conducting the first-ever DCED audit in 2011. Hans has developed and conducted courses and workshops in Asia, Africa and Europe, and supports projects and organisations to apply the DCED Standard. Hans is a reputed trainer and has been involved as consultant in the design, coaching and reviewing of several private sector development projects since 1998. He was a resident project manager from 1986 to 1998.

### [Alexandra Miehlbradt](#)

Aly has worked in private sector development for over 20 years as an implementer, trainer, researcher and consultant. Aly is a leader in the global effort to improve results measurement and the effective use of information in PSD. She has helped a wide variety of organisations – both programs and donors - to develop or improve their results measurement systems. Aly has been a senior technical adviser to the DCED on the Standard since its inception and is a certified auditor for the DCED Standard. She has developed and taught a range of courses on the DCED Standard and is an innovator in improving global capacity in this area.

**More information:** [holm@miehlbradt.com](mailto:holm@miehlbradt.com)

Organized and conducted by  
Miehlbradt Consulting Ltd and Hans Posthumus Consultancy  
[www.miehlbradt.com](http://www.miehlbradt.com) [www.hposthumus.nl](http://www.hposthumus.nl)

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**22<sup>nd</sup>– 25<sup>th</sup> November 2016**

Location:

**Bangkok, Thailand**

Cost including tuition fee, all materials and lunch

**USD 2,400**

**Early bird discount:**

10% up to 22<sup>nd</sup> September 2016



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