

Planning, Monitoring and Evaluating

Training Course for Residents and Community Groups

The aim of this course is to introduce residents and community members to the principles of performance management: how to plan, monitor and evaluate any service or project. The course is intended for people newly involved in helping to oversee or scrutinise services, or for community groups taking on a service delivery role.

OUTLINE PROGRAMME

10.00	Introduction to the course and one another
	Overview of the performance management process
	Where are we now and where do we want to get to?
	- Problems, options and solutions
11.15	<i>Coffee/tea break</i>
11.30	What do we want to do?
	Planning principles, tools, and techniques
12.45	<i>Lunch</i>
1.30	How can we check what we are achieving?
	Monitoring and evaluating projects and services
	Consultation methods
3.00	<i>Tea/coffee break</i>
3.15-4.30	How can we decide whether we're successful?
	Evaluating projects and services
	Using and publicising results
	Course review and finish