Advantages & Disadvantages of Key Performance Indicators (KPIs) in the Management and Communication Process

**Date:** Thursday, November 4, 2010  
**Time:** 9:00 a.m. – 12:00 p.m.  
**Registration Deadline:** October 21, 2010  
**Fee:** $30.00

Location: Pace University Graduate Center, One Martine Avenue, White Plains  
Partially underwritten by CHASE

This is a half-day workshop addressing the advantages and disadvantages of key performance indicators (KPI’s) established in research literature and work done by Dr. Holtz with an emphasis in the variety of problems and advantages of a not-for-profit as it changes to accommodate KPI’s. In addition, the impact of KPI’s upon communications among leaders, funders, board members and the broader public will be examined.

**Topics to be discussed:**
Uses of Key Program Indicator(s):
- In new program development.
- Evaluation of existing programs.
- Staff selection and training.
- In the supervisory process.

**Who should attend:** Program directors and anyone responsible for the development and implementation of a Performance Indicator regimen.

**Presenter:** Gregory Holtz, Ph.D., (University of Notre Dame) is an Associate Professor of Public Administration with the Michaelian Institute for Public Policy and Management. He has been on faculties of the City University of New York and the University of Notre Dame. Dr. Holtz has 20 plus years of experience in program evaluation, has conducted policy research for the Institute for over 10 years, and specializes in research and design and methodology. In addition, he has been involved in training teachers, city officials and school administrators.

United Way now offers MyCart.net, a secure online credit card payment option, for payment of registration fees for the Management Center courses. Receipt of your payment will be emailed to you. Please go to www.uwwp.org/pace.htm

**Questions? (914) 997–6700, ext. 740   Fax: (914) 949-6438   E-mail: mluna@uwwp.org**

Mary Ann Luna, Director of Management Center Initiatives  
United Way of Westchester and Putnam, 336 Central Park Ave., White Plains, NY 10606

**Workshop Participants:** By enrolling in a workshop, you hereby give consent for United Way of Westchester and Putnam to use your photograph or image in its print, online and video publications.
Testimonials

“Inspirational, hands-on. Very applicable to my work!” (A Coaching Approach to Writing Workshop)

“Forcing the brain to think beyond just being told to go find money.” (Unsticking Your Grant Proposal Workshop)

“Very motivating!” (Best Practices in Leadership Succession Planning Workshop)

“Good education on reaching out to people, understanding their needs, creating a brand and selling your page or your organization.” (How NFP’S Can Leverage the Web: Marketing Your Organization Using Social Media Workshop)

“Gave us individual attention and concrete examples of how to better our grant proposals.” (Unsticking Your Grant Proposal Workshop)

“Learning the best methods to market and how to evaluate which tool will work best with your organization.” (How NFP’S Can Leverage the Web: Marketing Your Organization Using Social Media Workshop)

“Great! I really learned a lot about myself and how common our needs are.” (A Coaching Approach to Writing Workshop)

“This information will benefit me greatly.” (Planning, Managing and Evaluating Projects for NFP’s Workshop)

“Brought an awareness of outcome of services from a programmatic point of view vs. financial.” (Planning and Budgeting for Not-for-Profits Workshop)

“I enjoyed the workshop. It increased my awareness and taught me more about myself. (A Coaching Approach to Writing Workshop)

“I was able to relate what I learned directly to my job.” (Planning, Managing and Evaluating Projects for NFP’s Workshop)

“He gave me the tools to advance my skills.” (Planning, Managing and Evaluating Projects for NFP’s Workshop)

“Learned I have a long way to go - very valuable information!” (How NFP’S Can Leverage the Web: Marketing Your Organization Using Social Media Workshop)