

RESULTS ACCOUNTABILITY TRAINING

How to Produce Measurable Improvements for Customers and Communities

Presented by The Family Action Centre and Fiscal Policy Studies

The Fiscal Policy Studies Institute (USA) and The Family Action Centre are proud to offer Results Accountability Training in DECEMBER 2008 presented by founder MARK FRIEDMAN

What is Results Accountability?

Results Accountability is a disciplined way of thinking and taking action that can be used to improve the quality of life in communities, cities, states, territories and nations. Results Accountability can also be used to improve the performance of programs, agencies and service systems.

How does it work?

Results Accountability starts with ends and works backward, step by step, to means. For communities, the ends are conditions of well-being for children, adults, families and the community as a whole such as *Residents with Good Jobs, Children Ready for School, A Safe Neighbourhood, or A Clean Environment*. For services, the ends are how customers are better off when the program works the way it should such as the percent of people in a job training program who get and keep good paying jobs.

How can it help?

Many people have been frustrated by past efforts that were all talk and no action. Results Accountability is a process that gets you and your partners from talk to action quickly.

Mark Friedman

Mark Friedman is a speaker, consultant and author of the book "Trying Hard Is Not Good Enough: How to Produce Measurable Improvements for Customers and Communities" available from The Family Action Centre. Mr Friedman directs the Fiscal Policy Studies Institute (FPSI) in Santa Fe, New Mexico. His work has been used in over 40 US states and countries around the world, including Australia, New Zealand, the UK, Ireland, the Netherlands and Norway.

Before founding FPSI in 1996, Mr Friedman served as a senior associate at the Center for the Study of Social Policy in Washington, D.C.

And before that, Mr Friedman served for 19 years in the Maryland Department of Human Resources, including six years as the department's chief financial officer.

In addition to "Trying Hard Is Not Good Enough," Mr Friedman has authored a wide range of papers on results-based decision making, budgeting, strategic planning and financing. Many of Mark's papers can be found at

www.resultsaccountability.com

TRAINING OPTIONS AVAILABLE

Results Accountability 101 Training

This one day workshop, delivered by Mark Friedman introduces participants to the Results Accountability framework. In the workshop, Results Accountability is applied to both cross-community quality of life improvements and the management of programs, agencies, and service systems.

In the morning session, participants will get a full presentation of the framework, including how to:

- establish results and indicators of community well-being;
- use results to drive decision making and budgeting;
- identify performance measures for programs, agencies, and service systems;
- use performance measures to improve performance; and
- link program accountability to cross community efforts.

In the afternoon, participants will apply these concepts to real work in a highly interactive, hands-on, "Turn the Curve" exercise.

Participants will receive the latest version Trying Hard is Not Good Enough, a Results Accountability Workbook and other updated materials.

Time Registration 8.30am > Start 9.00am – 4.00pm

Cost \$375.00 (includes GST)

Venue Newcastle Jockey Club, Broadmeadow

Training for Trainers and Coaches

This intensive, two-day workshop prepares participants to teach the concepts of results accountability and coach others in its implementation. Participants will learn how to:

- conduct their own Results Accountability workshops;
- lead training exercises; and
- help organizations and their leaders put these practices into operation.

Class size is limited to 24 participants to provide ample time for questions and answers and personal coaching.

As a prerequisite to enrolling in this workshop, a participant must have either completed a "Results Accountability 101 training, read *Trying Hard is Not Good Enough* or watched Results Accountability 101 DVD (both can be purchased from the Family Action Centre)

Time Registration 8.00am > Start 8.30am 4.30pm

Cost \$850.00 (includes GST)

Venue Citigate Sebel Surrey Hills

Organisation Consultation Days

There are a few days which have been made available for Organisation Consultation Days. If you are interested in Mark Friedman working directly with your organisation please contact the Director of the Family Action Centre, Judi Geggie via email: Judi.Geggie@newcastle.edu.au

For more information regarding Family Action Centre seminars please visit www.newcastle.edu.au/centre/fac

Or ph 02 4921 6403 post University of Newcastle, University Drive, Callaghan NSW 2308 email FAC-Events@newcastle.edu.au



REGISTRATION FORM

RESULTS ACCOUNTABILITY TRAINING 2008

ONE DAY > Results Accountability 101 Training

8 DEC 2008

\$375.00pp (INC. GST)

NEWCASTLE Registration 9.00am - 4.00pm (Registration 8.30am – 9.00am)

Morning & afternoon tea and lunch provided plus

Trying Hard is Not Good Enough book, Results Accountability Workbook and other handouts.

VENUE: Newcastle Jockey Club, Darling Street, Broadmeadow

Confirmation letter will be sent to you via email

TWO DAY > Training for Trainers and Coaches

10-11 DEC 2008

\$850.00pp (INC. GST)

SYDNEY 8.30am - 4.30pm (Registration 8.00am – 8.30am)

Morning & afternoon tea and lunch provided plus workbook and latest materials

VENUE: Citigate Sebel, 28 Albion Street, Surrey Hills

Confirmation letter will be sent to you via email

Please indicate how participants will meet prerequisite requirements for the Training for Trainers Workshop

- I have (or will have) completed Results Accountability 101 training.
- I have (or will have) read Trying Hard Is Not Good Enough.
- I have (or will have) watched the Results Accountability Workshop DVD (can be purchased from FAC)

REGISTER >

1st Title _____ Given Name _____ Surname _____ Position _____

2nd Title _____ Given Name _____ Surname _____ Position _____

Contact person _____ Organisation _____

Postal address _____ Town/Suburb/City _____ State/Postcode _____

Email (essential) _____ Phone _____ Fax _____

Email (essential 2nd person) _____ (please print clearly)

Please tick here if you DO NOT want your name, organisation, email address given to other delegates or you DO NOT want to be added to the Family Action Centre database that is used to send out promotional material about relevant resources and events.

PAYMENT METHOD > Please tick your preferred payment method below

____ Number of people attending @ \$ _____ (includes GST) TOTAL COST \$ _____

Cheque payable to The University of Newcastle Chq enclosed

Credit Card Please debit my Bankcard Visa MasterCard Expiry Date _____

Card Number

Name of Cardholder _____ Signature _____

Invoice (only available in Australia)

Organisation Name _____ Account Dept. Contact (essential) _____

Email (essential) _____ Phone _____ Fax _____

This completed form is a tax invoice for the purposes of GST after payment is received. The University of Newcastle ABN: 15 736 576 735

CANCELLATION POLICY > Written requests for registration refunds must be postmarked or emailed 2 weeks prior to the commencement date and then will be refunded less a \$60.00 processing fee. Cancellations received within 2 weeks of the commencement date will not be refunded although the registration can be transferred to another participant for the same workshop. No refunds are given for no-shows.

FOR MORE INFORMATION on Family Action Centre's seminar programs visit

Web www.newcastle.edu.au/centre/fac or contact The Family Action Centre on

Phone **02 4921 6403 F 02 4921 8686** Email **FAC-Events@newcastle.edu.au**

Post Family Action Centre University of Newcastle, University Drive, Callaghan NSW 2308

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