

What Managers need to Know about Managing with Data

Do you wonder if the data you show-and-tell as well as what you're shown-and-told is credible? Do you wish you had a better understanding of data, charts and statistics? Are you looking for ways to increase your understanding of reading and interpreting data? If the answer to any of these questions is yes, then this is the seminar for you.

The good news is that managing with data doesn't have to be rocket science. Understanding of some basic tools and techniques can yield credible results. Nothing complicated; nothing fancy.

What's the seminar about?

What managers need to know about managing with data is a ½-day seminar designed for managers and staff – the users of data. The seminar is presented from the user's point of view.

The seminar examines the credibility and usability of workplace data, charts and analysis. During the seminar, special considerations are given to understanding workplace variation, identifying performance gaps, comparing performance, measuring outcome-based (qualitative) performance, enhancing decision-making, and more.

What are the seminar objectives?

The aim of the seminar is to help managers and staff become better *savvy users* and *communicators* of numerical data. Key learning outcomes include:

- ✓ How to measure agency outcomes.
- ✓ Enhanced ability to read and interpret data.
- ✓ Ability to distinguish between random variation and change.
- ✓ Identify and use meaningful data to support everyday management decisions.
- ✓ Know key questions for analyzing and interpret data, and communicating results.
- ✓ Understand how simple analysis techniques can reveal meaningful insights into program and agency performance.

How are the objectives achieved?

During the seminar, participants are engaged in hands-on activities which involve: (1) the principles of variation as they apply to managerial decision-making, (2) interpreting findings, and (3) applying what was learned. A key benefit of the seminar is that participants have an opportunity to examine their agency's data, discuss findings, propose actions and learn from and with other managers.