

## Webinar Agenda 'Fair Performance Comparisons'

**Date:** 30 April 2020

**Time:** from 10:00 to 11:30

SESSION	MAIN CONTENT	SPEAKER	TIMING
Opening of the webinar	Opening, greetings Webinar 'rules of engagement' - good conduct Chat and polls; invitation to engage with fellow participants	Thecla Schreuders Moderator	10.00-10.05
Introduction	Overview of the structure and content of the webinar and presentations Intro to speakers with their credentials	Thecla Schreuders Moderator	10.05-10.10
Keynote presentation	The presentation will focus on how to operationalise fairness in performance management, summarize key lessons from previous PES Network publications, and highlight recent developments in Austria, Germany, Sweden, and Estonia	Dr Timo Weishaupt, Georg-August-Universität Göttingen, DE	10.10-10.25
Discussion Q&A	Audience responses, discussion and questions on presentation		10.25-10.40
Presentation from the Swedish PES	The presentation will focus on new approaches to performance management in the Swedish PES promoting a change culture, innovation, and staff ownership of the performance improvement agenda.	Mr Johan Vikström (Operations coordinator, Arbetsförmedlingen)	10.40-10.55
Presentation from the Austrian PES	The presentation will focus on the Austrian PES' Quality Management approach to performance improvement. It will describe how the system is designed to build trust, create a positive atmosphere, and facilitate sustainable co-operation through fair and transparent performance comparison.	Ms Claudia Galehr (Assistant to the Board of Directors, AMS)	
Structured comment from the German PES	Key findings from the German PES experience introducing quality management techniques into its data driven system.	Mr Jan Vollmer (Head of Performance Management department, BA)	10.55-11.00
Discussion Q&A	Audience responses, discussion and questions on presentations		11.00-11.15
Response by expert	Response to main issues raised Build on themes	Dr Timo Weishaupt, Georg-August-Universität Göttingen, DE	11.15-11.20

SESSION	MAIN CONTENT	SPEAKER	TIMING
Final Q&A	Participants respond with any final thoughts and questions to follow up		11.20–11.25
Sum up and close of the webinar Thanks	Wrap up key issues Outcomes of the webinar Finding more information Invitation to keep in touch with peers	Thecla Schreuders Moderator	11.25–11.30

## Context

Since the early 1990s, European PES have begun to develop management-by-objectives (MBO) systems to manage performance effectively and efficiently. Over time and inspired by the New Public Management (NPM) approach, these MBO systems have become ever more sophisticated and widely used. With technological advances, data has become more assessable, granular and integrated; targets have become SMART, i.e. specific, measurable, achievable, realistic and time-bound; and management approaches more sensitive to better data thereby enabling improved controlling techniques. More recently, the focus has shifted to consider qualitative as well as quantitative aspects of performance management, often through the application of total quality approaches endorsing PDCA (plan, do, check, act) cycles which form the basis of PES benchlearning assessments.

For the establishment and operation of performance management, there are some clear prerequisites, including availability to validate and differentiate data (at local PES levels), the ability to interpret the data and produce meaningful evaluations, and an iterative and interactive system of monitoring and adjusting targets and indicators. These indicators may be linked to individual (pay raise, career development, etc.) or team performance (budget allocation for a unit or entire PES location) and affect operational design and service delivery. It is important to optimise fairness in performance management to prevent negative attitudes, demotivation, ultimately poorer performance, and even complete resignation on the part of individuals or teams. What staff perceive as fair is, however, very complex.

The webinar seeks to explore, how European PES ensure that performance management systems enable fair comparisons and the outcomes of such approaches.

## Additional information

The webinar will take place via the Zoom webinar platform and will be recorded. Recordings will be made available on the internet in order to accumulate knowledge and to disseminate it also to those who could not attend the webinar.

During the webinar, participants will be invited to take part in short polls, asking for feedback or comments that will then feed into the discussion.