

Evidence-based management



Evidence-based management is a commitment to find and use the best available evidence to support management decision-making, planning and action.

It emerged from the concept now widely accepted in healthcare of evidence-based practice - that decisions in medical care should be based on the latest and best knowledge of what actually works. In the US, an evidence-based management movement has emerged since the publication of an article in the Harvard Business Review in 2006 by Jeff Pfeffer and Bob Sutton. Public administration, policing and retail are three sectors where this approach has gained real credence in the last three years.

So what?

The scene is set for the next three years in the public sector: deep cuts, deep divisions, and all the while the day job of serving the public will still need to be done.

In this context, there is a clear need for management which:

- Accepts and deals with difficult situations
- Consistently prioritises and makes the best use of resources
- Establishes and pursues defensible policies.
- Is at all times sensible of risk, while at the same time continually open to the possibility of improvement.

In short, evidence-based management has a lot to offer managers at all levels in public service.





What Passe-Partout offers

Our recommended approach for organisations wishing to get to grips with EBM is to run a series of bite-sized, practical sessions designed to equip participants with the tools and techniques to adopt an evidence-based management approach.

Topics to be covered can include:

1. Defining and analysing problems
2. Solo decision-making
3. Decision-making in groups
4. Stakeholder and needs analysis
5. The management of risk
6. Making a business case
7. Lean thinking
8. Improving business processes
9. Project initiation
10. Project planning
11. Monitoring and evaluation
12. Failure prevention.

