

Performance Management for Manager and Supervisor

Driving Business Performance: Balanced ScoreCard & KPI



The Truly Strategic Way to measure performance of Employees, Departments and Business Units is by measuring their contribution to Organizational Strategic Objectives. This program shows you how to practically understand this technique and gain a multi-discipline understanding of the issues involved, thus, use the know-how to drive top organization performance.



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BRIEF PROGRAM OVERVIEW

The Balanced Scorecard (BSC) helps organisations design, clarify and implement their strategy by aligning strategic objectives with key measures, logical targets, and improvement projects. Over the last two decades the BSC has become a best-practice strategic management tool worldwide.

Input to a Balanced Scorecard comes in the form of Performance measures, often referred to as Key Performance Indicators (KPIs) – hence this program, takes participants through an effective step –by –step methodology of how to develop a meaningful key performance indicators (KPI).

Through its mix of theory inputs, practical sessions, case studies, this programme will equip you to understand, design and implement your own KPI and Balanced Scorecard. Key topics include BSC design and structure, strategy mapping and implementation, organisational capacity assessment, effective measurement and target setting, variation, leadership, change management – all supported by a range of tools.

WHO SHOULD ATTEND

The program is intended for personnel involved in developing, implementing and communicating Balanced Scorecards and relevant KPI's in their Departments and Organizations.

This course is recommended:

- Leaders of Performance Management Projects
- Executives and Executive teams looking for a practical approach to strategy
- Managers, Planners and Analysts - seeking the best practical ideas for improving organizational performance.
- Internal project coordinators and consultants
- HR and Finance managers

COURSE OBJECTIVES

Participants will understand key concepts of the kpi and balanced scorecard, and why it is gaining so much attention in corporate, nonprofit, and governmental organizations and will learn:

- How basic concepts of KPI and balanced scorecard can be used to improve organization performance
- How to build and implement a balanced scorecard using the nine-step methodology
- How to develop meaningful performance measures and target
- How a scorecard system can drive a performance-informed budget and accountability
- How to better inform decision making through scorecard automation
- How to cascade the scorecard to all levels of an organization
- How to design and implement a scorecard where other frameworks have already been introduced
- How to revise poorly designed scorecard elements
- How to overcome obstacles and real world challenges
- How to evaluate planning documents and processes
- How to use a wide variety of internationally recognized balance scorecard tools to support necessary organizational development

The Learning Model

The trainer uses up-to-date training techniques and a variety of training methods, to give all participants the best opportunities for learning, including: Class Session, Discussions, Simulations exercises, Case studies and Problem Solving Exercises, Individual assignments and Templates and tools.

PROGRAMME CONTENT

MODULE ONE: Getting Started

- Identifying the Objectives of your Organization
- Strategic Initiatives for your Department/Organisation
- Identifying the Key Success Factors for the Strategic Initiatives
- Understanding the Processes Leading to Internal & External Customer Satisfaction
- Identifying Motivation Plan for the Initiatives
- Identifying Human Resource Development Needs for the Initiatives

MODULE TWO: Introduction to KPIs and KPI Development

- Introduction to KPIs and Strategic Management
- Understanding Strategic Context and Goal Setting
- Creating the Right Performance Measurement Culture to Build Buy-in
- Developing KPI's that support the Initiatives

MODULE THREE: Performance Management

- Understanding Measurement's Purpose
- Mapping Measurable Results
- Designing Meaningful Measures
- Building Buy-in to Measures

MODULE FOUR: Performance Measurement

- Implementing Measures
- Reporting Performance Measures
- Interpreting Signals from Measures
- Reaching Performance Targets
- Summary – Preparing for a Successful Implementation

DURATION: 2 DAYS

TRAINING PACK

- Award of Certificate of Participation,
- Customized Training Materials
- Tools and Templates
- Case Studies and Activities Stimulation

MODULE FIVE: KPI Application and Developing Measures

- Developing Measures for Strategy Execution, Operations, Projects and Employee Performance
- Measuring and managing risk: developing KRIs (Key Risk Indicators)

MODULE SIX: Step-by-step Development of the Balanced Scorecard

- Getting started - Developing the Balanced Scorecard
- Mission, Values, Vision & Strategy
- Developing performance objectives and measures (Validating the KPI's and Balance Scorecard)
- Finalizing measures and developing cause and effect linkages
- Setting targets and prioritizing initiatives

MODULE SEVEN: Implementing a Balanced Scorecard

- Balanced Scorecard Implementation Strategy
- Cascading the balanced scorecard to build organizational alignment
- Using the balanced scorecard to strategically allocate resources
- Linking rewards to performance: The balanced scorecard and compensation
- How to automate the Balanced scorecard system

MODULE EIGHT: Sustaining BSC Success

- Overcoming Resistance to KPI and Scorecard Implementation
- Reporting balanced scorecard results
- Maintaining the balanced scorecard
- Communication, Change Management and Facilitation.

ACCOUNT DETAILS

Bank: First City Monument Bank Plc (FCMB)

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