

## **BALANCE BUSINESS SCORECARD (2-Day Workshop)**

At the highest level, the Balance Scorecard is a framework to help organisations to clarify their vision and strategy and translate them into operational objectives that drive both performance & behaviour. It is a management system that uses measurement to provide feedback on internal processes and external outcomes in order to improve performance and operational results.

This two-day training workshop trains delegates in what is involved in developing a Balance Scorecard and cascading it through the different levels of the organisation.

It also develops delegates in the skills of developing lead and lag measures and how they can be used to provide indicators of how effectively the organisation's strategy is being delivered.

### **Objectives:**

- To understand the structure & typical content of a Balance Scorecard.
- To identify the process for building a Balance Scorecard.
- To understand how to identify and agree key performance measures that are a combination of lead and lag measures, and produce a prioritised set of measures.
- To learn how to produce a cockpit indicator of measures that through their regular measurement determine whether the strategy is on track, and whether corrective action is needed.
- To understand how to cascade the organisational Balance Scorecard throughout the organisation, and create departmental, team and individual scorecards.

### **Learning Methods**

This is a highly interactive workshop, and the following learning methods will be used:

- Inputs
- Exercises
- Group activities & discussion
- Handouts

A majority of the exercises will be based on work-based activities.

### **Who Should Attend:**

All those managers & support staff who need to help their organisation to develop, implement and cascade an organisational Balance Score Card. And those managers who need to implement a Balance Score Card in their area.

The workshop is suitable for both private and public sector delegates.

### **Contents Of The Workshop Include:**

- What a Balance Scorecard is used for
- Use of Balance Scorecard in the private sector and in the public sector
- The different structures of the private sector and public sector Balance Scorecards
- Cause & effect linkage
- The 4 perspectives of a private sector Balance Scorecard & the 4 perspectives of a public sector Balance Scorecard
- Process for developing a Balance Scorecard
- Using strategic themes to identify the critical success factors
- Developing strategic objectives from the critical success factors, and developing a strategy map

- Types of measures – lead, lag & diagnostic
- Defining & setting measurements and targets for strategic objectives
- Required numbers of measures in a Balance Scorecard
- How to prioritise the measures and targets to create a cockpit indicator
- The different approaches for cascading the Balance Scorecard throughout the organisation
- Managing for results with a Balance Scorecard
- The different uses for which the Balance Scorecard is used to manage performance in an organisation, and how it is used

### **Number Of Delegates**

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

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