

# Designing and Implementing the Balanced Scorecard Training Course



Organisations devote significant time, energy, human and financial resources to measuring their performance in achieving strategic objectives.

But the sobering fact is that about 9 out of 10 organisations fail to implement their strategies.

The Balanced Scorecard has emerged as a proven and effective tool to capture, describe, and translate organisations strategic goals, into meaningful objectives at corporate, divisional, and individual employee levels, thereby allowing for the strategies to be successfully implemented.

## Course Objectives

This two day practical training course focuses on the full spectrum of activities you'll need to effectively deploy the Balanced Scorecard in your organisation.

### Topics include:

#### Introduction to Performance Management and Balanced Scorecard Fundamentals

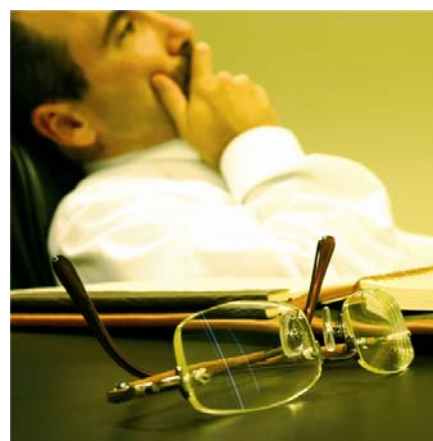
- Everything you need to know about the Balanced Scorecard, including: background on the concept, the four perspectives, objectives strategy maps, lagging and leading indicators, cause and effect linkages, and results achieved by those that have benefited from the Scorecard.

#### Building a Balanced Scorecard

- The complete step by step guide that outlines the entire process. Specifically you'll learn how to secure executive sponsorship, organise a Scorecard team, develop objectives, measures, and targets, and build cause and effect linkages that tell your strategic story.

#### Transforming the Balanced Scorecard into a Strategic Management System

- In this session you'll see how linking the Scorecard to key management processes will transform the tool from a measurement to a strategic management system. The agenda includes detailed reviews of: cascading the Scorecard to build alignment throughout the organisation, aligning resources with results through a link of budgets and Balanced Scorecards, the power of linking compensation to the Balanced Scorecard, and the critical topic of reporting Scorecard results.



### What you will learn

On completion of the course, you will be able to:

- Develop a best practice performance management system
- Build a Balanced Scorecard
- Translate strategy into meaningful objectives, measures, and targets
- Develop a strategy map
- Cascade the strategy to Divisional and employee levels
- Transform the Balanced Scorecard into a Strategic Management System

### Who will benefit?

- Champions of Performance Management Projects
- Executives and Executive teams looking for a practical approach to strategy translation and performance management implementation
- Internal project coordinators and consultants
- HR and Finance managers



## Course Content

Over the two days of the course, you will cover all the key stages required to implement the Balanced Scorecard in your organisation.

- **Introduction to Performance Management**
  - Performance Management and the need for the Balanced Scorecard
  - Balanced Scorecard as a management tool
- **Step-by-step Development of the Balanced Scorecard**
  - Getting started
  - Mission, Values, Vision & Strategy
  - Developing performance objectives and measures
  - Finalising measures and developing cause and effect linkages
  - Setting targets and prioritizing initiatives
- **Embedding the Balanced Scorecard in the organisation's management system**
  - Cascading the balanced scorecard to build organisational alignment
  - Using the balanced scorecard to strategically allocate resources
  - Linking rewards to performance: The balanced scorecard and compensation
- **Sustaining Balanced Scorecard Success**
  - Reporting balanced scorecard results
  - Maintaining the balanced scorecard
- **Balanced Scorecards in the public and non-for-profit sectors**
- **Concluding thoughts on Balanced Scorecard Success**

## **Register Today**

To register, or for more information, please contact us:

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## Approach, Deliverables and Method

- Fully aligned to classical Norton and Kaplan approach to the development of the Balanced Scorecard
- Instruction from consultants with extensive operational experience across a broad range of public and private sector organisations
- Comprehensive course notes and advice on further sources of information.
- Classroom style lecturing - combining lecture, discussion and exercises utilising course materials, digital projector and flipchart
- A practical case study with group and individual exercises

## In-house Training

All Analytix Courses are available in-house, should your organisation have a number of people or multiple sets to train. The cost advantages and the ability to discuss and resolve organisational issues are two major attractions of such training.

## Consulting Services

Analytix also offers consulting services to support the design and implementation of Performance Management Systems, helping clients to establish simple but effective measures of strategic performance.

Our consulting services include:

- Vision and strategy facilitation, assisting management and teams to reach consensus on strategic goals, and to map the strategic destination for their particular organisation or business unit. The deliverable is a clearly defined, agreed upon strategy map, cause, and effect linkages, objectives, measures, targets, ownership and initiatives.
- Balanced Scorecard development, including Corporate and Team objectives, measures and scorecards consulting using the Balanced Scorecard.
- Design and implementation of Corporate Performance Management policies and procedures.
- Individual performance objectives, measures, and performance contracts.
- Competency management systems and Personal Development Plans.

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