



ROADMAP FOR PERFORMANCE EXCELLENCE WITH THE BALANCED SCORECARD

// MANAGEMENT

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Duration The course will last 3 days or 24 hours

Target audience Executives, Senior Management and Middle Management

Number of delegates Minimum 10 delegates and maximum 20 delegates

COURSE BACKGROUND

The balanced scorecard is a strategic planning and management system used to align business activities to the vision and strategy of the organization, improve internal and external communications, and monitor organizational performance against strategic goals. The balanced scorecard is one of the most effective tools in performance management. It is a must for businesses to implement performance management strategies and methods, so that productivity and growth is ensured for the organization as a whole.

COURSE OBJECTIVES AND CONTENT

Participants learn how to build and implement a balanced scorecard for any commercial, government or nonprofit organization with a practical step-by-step approach. This course is a practical, «hands-on» workshop that covers best practices, case studies, exercises, lessons-learned, real-life examples and facilitation practices. This course is the fundamental starting point for anyone interested in scorecard development. Participants will have an opportunity to also address some specific issues in your own organization. Topics covered by the course include:

- Basic concepts of the balanced scorecard and how it can be used to improve organization performance
- How the balanced scorecard applies to different types of organizations
- How to build and implement a balanced scorecard using a nine-step methodology
- How to develop more meaningful performance measures
- The correct sequence of steps that are necessary to build a strategy-focused organization
- How a scorecard system can drive a performance-based budget and employee accountability.

