



distinctions

## The Balanced Scorecard

**The Balanced Scorecard Program** is designed for participants who are contemplating, planning, using or refining their performance management systems based on the balanced scorecard. This includes managers and analysts engaged in planning, budgeting, performance improvement, and internal consulting. This course provides an overview of balanced scorecard concepts. Discussion is concentrated on identifying the critical strategic measures that matter most, and how they may be refined, normalized, and benchmarked across other organizations.

This course is a hands-on facilitated workshop designed to enable anyone involved with developing performance measures to learn the process and details necessary to build and use effective performance measures and management systems in their organizations. The instructor will work closely with the participants to develop the internal organization capacity needed to build and implement a performance reporting system for the organization. Participants will return to the job with specific, tangible ideas about how to measure the work they do, and how to use those measures to improve effectiveness and efficiency.

### Objectives

- Understand the results or outcomes of the work that require performance measures.
- Link performance measures to strategic objectives on a strategy map.
- Learn techniques for collecting and visualizing performance data and information.
- Learn how to use performance information to manage more effectively.
- Design a Balanced Scorecard for strategic advantage and daily operations at the division or unit level.
- Link financial performance and key mission criteria to your organization, division, program, or unit strategy.
- Enhance employee approaches that support the best use of human capital in organizations.

### As a result of the program, participants will learn to:

- Basic concepts of the balanced scorecard and how it can be used to improve organization performance.
- How the scorecard approach blend and balances financial, customer, process, and learning/growth performance measures.
- The strategic nature of the Balanced Scorecard as a blueprint for action and results,
- Process and project improvement perspectives.
- How a scorecard system can drive a performance-based budget and employee accountability.
- Learning and growth perspectives, including ways to maximize employee potential, job satisfaction, and skills allocation.