

Measuring Results – Creating Performance Metrics and Scorecards

Title of Course:	<i>Creating and Managing Performance Metrics and Scorecards</i>	Length of Course (# of Hrs/Days):	16 hrs/ 2 days
Total Price of Course:		Minimum Number of Participants:	12 - 24
Price Per Participant			

Description

The balanced scorecard approach benefits organizations by providing a comprehensive “dashboard” of metrics that indicate a company’s performance. In their seminal work on this topic, Norton & Kaplan suggest thinking of organizational performance in terms of four “perspectives.” The four perspectives of a balanced scorecard include:

- Financial perspective. “How is the company meeting the needs of its shareholders?”
- Customer perspective. “How do customers view the company, its products, and services?”
- Internal business process perspective. “How is the company doing as it manages its strategically important and competitive work processes?”
- Organizational culture and knowledge. “How is the company managing a culture of people who will continue to create value?”

Who should take this course?

- Federal Government or Civilian Agency personnel charged with improving organizational performance.
- Individuals interested in improving organizational feedback systems.
- Leaders interested in developing an organization where all employees are aligned behind a common strategy.

What participants will gain:

The desired outcomes for this workshop are:

- Learn a framework and methodology for creating balanced scorecards.
- Learn how to prioritize and weigh elements of the balanced scorecard.
- Learn how to present scorecard results in a compelling and engaging manner.
- Learn how to set organizational goals and targets based on the balanced scorecard.

Course Content

- What is a Balanced Scorecard?
- Articulate your strategy.
- Aligning individual, organizational and cross-departmental initiatives to achieve a common goal.
- Understanding the Financial perspective.
- Understanding the Customer perspective.
- Understanding the Internal business process perspective.
- Understanding the Learning and growth perspective.
- Managing the process.
- Keeping your organization engaged with the balanced scorecard.