

DAY 1

Introduction to the Balanced Scorecard

- Introduction to the balanced scorecard
- Benefits of the balanced scorecard
- Beginning with a vision
- The financial, customer, process perspectives in detail
- Strategy maps and strategic themes
- Lag and lead measures / KPIs
- Constructing a strategy map

DAY 2

Understanding Strategy

- The balanced scorecard development process
- Understanding organizational strategy
- Exploring the strategies of participants' Own Organizations
- Creating a strategy-centric Organisation
- Engaging the leadership team

DAY 3

Building Strategy Maps

- The learning & growth perspective in detail
- Creating a climate for action
- Creating strategy maps for participants own organisations
- Strategic measures / KPIs
- Linking strategy and business planning

DAY 4

Building a Complete Balanced Scorecard

- Strategic targets
- Mapping strategic initiatives
- Monitoring and reviewing the balanced scorecard using the latest web-based technology

- Completing the balanced scorecard for participants' own organizations
- Planning for implementation
- Cascading the balanced scorecard across an organization

DAY 5

Pulling It All Together

- Reviewing and enhancing participants' balanced scorecards
- Identify potential pitfalls and barriers to implementation
- Gaining buy-in and ownership for the balanced scorecard
- Top tips for successful creation and implementation of a balanced scorecard
- Making a personal plan of action based on the training course