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This Balanced Scorecard training course is a lively mixture of theory and work on case studies.

At the highest level, the Balanced Scorecard is a framework to help organisations to clarify their vision and strategy and translate them into operational objectives that drive both performance and behaviour. It is a management system that uses measurement to provide feedback on internal processes and external outcomes in order to improve strategic performance and operational results.

Over the last decade the Balanced Scorecard has become an established management best practice for many of the world's leading businesses.

This one-day Balanced Scorecard training course covers the structure, process and challenges of building, implementing and using a Balanced Business Scorecard to improve performance and to put strategy at the centre of key management processes and systems including incentive schemes and resource/budget planning activities.

Course Objectives

At the end of the Balanced Business Scorecard training course students will be able to:

- Describe the structure and typical content of a Balanced Business Scorecard.
- Translate an organisations strategic themes and objectives into a Balanced Scorecard.
- Use a Balanced Scorecard in a management-for-results environment.
- Know how to use the Balanced Scorecard to align operational activity with strategy.
- Use best practice approaches to overcome obstacles and challenges.
- Understand the Change Management implications of implementing a Balanced Scorecard.

- Why use a Balanced Scorecard
- Cause and effect
- 4 Perspectives of a Balanced Scorecard
- Strategic themes
- Translating strategy into operational Objectives – Strategy Maps
- Measurement and target setting
- Aligning the organisation to the strategy

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- Business unit, functional, support and personal scorecards.
- Balanced Scorecard development process.
- Balanced Scorecard implementation.
- Managing for results with a Balanced Scorecard.
- Aligning incentive schemes
- Aligning budget/resource planning
- Balanced Scorecard and the Management of change

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