

KPIS, SCORECARDS & DASHBOARDS WORKSHOP

DRIVING STRATEGY EXECUTION
& PERFORMANCE

11 - 12
MARCH 2020
CLIFTONS BRISBANE

EXPLORE

- ▶ Apply KPIs to planning & performance frameworks, transformational strategy development & execution
- ▶ Create linkages between strategic & operational performance reporting
- ▶ Explore how to cascade KPIs across your organisation
- ▶ Learn how KPIs can be utilised to measure, analyse & drive performance
- ▶ How to integrate improvement into your organisation & communicate the change to stakeholders
- ▶ Human centred design
- ▶ Learn effective & impactful visualisation
- ▶ Leverage your existing performance management systems
- ▶ Optimise overall KPI systems for comprehensive performance impact
- ▶ How to influence stakeholders to gain buy-in for new tools & methodologies

EXPERT FACILITATOR



Kevin Riley
Managing Director
Capital Training College

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ABOUT THE EVENT

A well-developed scorecard and KPI system should be a high priority for Public Sector organisations. Building a performance system that addresses the key requirements of legislation and remains in line with the agencies core purpose is essential.

This critically acclaimed program has been redesigned from the ground up to ensure it delivers the tools you need to drive performance and strategy execution in your agency. You'll learn to create powerful linkages between strategic and operational performance reporting, enabling true value delivery from your KPI systems. You'll build impactful dashboard visualisations to get the buy-in you need to take the next step and drive change in your organisation.

You'll walk away with the tools and knowledge to take your KPI and performance management frameworks to the next level and fast-track the process of realising agency-wide performance impact.

TRAINING DELIVERY AND PRE-COURSE QUESTIONNAIRE

This workshop will be delivered using a three tiered approach. The structure of each session is as follows:

1. Technical overview and review of research into the topic area under discussion
2. Practical application of management principles in the review of case studies, worked examples and interactive exercises
3. Discussion of outcomes and implementation issues

Workshop participants will have the opportunity to include comments and questions about issues outlined in the program by way of a pre-course questionnaire. This feedback will enable the course facilitator to adjust content accordingly. The workshop has limited places to allow for customisation, greater interactivity and for individual concerns to be addressed.

DAY ONE

Designing a fit-for-purpose performance framework

- ▶ Common elements of performance frameworks
- ▶ Integrating the performance framework with organisational strategy setting and planning processes
- ▶ Identify the strategic drivers of financial and non-financial performance
- ▶ Consider the human factors that will affect the design and implementation of performance frameworks

Activity: Evaluate examples of performance framework models

Crafting organisational strategic objectives and outcomes

- ▶ Testing strategic planning and external environmental scanning tools
- ▶ Testing strategic internal capability assessment tools
- ▶ Linking strategic objectives and strategic capabilities to the perspectives of success
- ▶ Building a strategy map to communicate the strategy – simply and visually
- ▶ Identify strategic risks and relate them to strategic indicators of success

Scenario: Applying the techniques to develop a strategy map

Creating performance measures and KPIs that drive strategy execution

- ▶ Identify the principle obstacles to effective strategy execution
- ▶ Determine how to overcome those obstacles
- ▶ Develop a laser-like focus on what is most important
- ▶ Act on the leading behaviours to achieve the lagging measures and KPIs
- ▶ Define what a culture of accountability looks like

Scenario: Applying the techniques to develop a strategy map

Utilising scorecards and dashboards and measures and KPIs to drive strategic success

- ▶ The role of scorecards and dashboards, and measures and KPIs
- ▶ What makes a compelling scorecard or dashboard?
- ▶ Using scorecards and dashboards to have performance conversations
- ▶ How do we overcome the fear of non-performance?

Activity: Review examples of scorecards and dashboards: What do we like? What might we adopt? What could we improve?

DAY TWO

Developing and selecting effective and meaningful measures and KPIs

- ▶ Fundamentals of measures and KPI selection
- ▶ Selecting relevant measures and KPIs that focus on what is most important
- ▶ Common finance KPIs utilised in organisations – public, private and not-for-profit
- ▶ Common non-financial measures and KPIs utilised in organisations – public, private and not-for-profit
- ▶ Connecting KPIs to employee performance management processes

Scenario: Create a strategic scorecard

Presenting data and information in visually attractive and informative ways

- ▶ Dealing with data volume, velocity, richness and integrity
- ▶ Understanding the numbers – The critical math behind statistics, scale and percentages
- ▶ Consider the most appropriate visualisation – presentation mode, frequency, legibility, colour, scale and context
- ▶ Assessing the fundamental performance reporting tools enabling analysis and evaluation

Scenario: Designing a dashboard for decision-making

Cascading KPIs across the organisation

- ▶ Distinguishing between operational and 'busy-ness as usual' measures and KPIs and strategically focused measures and KPIs
- ▶ Focusing on what is worth measuring
- ▶ Ensuring strategically important measures and KPIs are aligned and integrated across business units
- ▶ Involving stakeholders in the process and facilitating effective performance conversations
- ▶ Examine how software tools assist in cascading and linking performance measures and KPIs

Scenario: Effectively cascading measures and KPIs across an organisation

Optimising the use measures and KPI for real performance impact

- ▶ Having a clear picture of where we are heading - an overview of what a mature measures and KPIs system looks like – and how we get to the right level of maturity
- ▶ Build a high-performance culture - demonstrate real accountability for performance
- ▶ Generate organisational buy-in for real performance planning, reporting and improvement
- ▶ Using the performance reporting of measures and KPIs to drive change and improvement in the organisation

WHO WILL ATTEND?

Senior professionals, team leaders, managers & directors working in:

- ▶ Business analysis
- ▶ Strategy design and development
- ▶ Performance management
- ▶ Finance services
- ▶ Management and performance reporting
- ▶ Corporate services
- ▶ People and culture
- ▶ Management accounting
- ▶ Business planning and budgets
- ▶ Financial management systems
- ▶ Governance

YOUR FACILITATOR

Kevin Riley has more than 30 years' experience in financial and performance management and budgeting. This includes working with Treasury and Finance departments in the Commonwealth and across all Territory and State jurisdictions. Kevin also has experience in the mining, manufacturing and food processing industries.



Kevin Riley
Managing Director
Capital Training College

WORKSHOP SCHEDULE

- 8.30 - 9.00 Registration
- 9.00 - 10.40 Session One
- 10.40 - 11.00 Morning Tea
- 11.00 - 12.30 Session Two
- 12.30 - 1.30 Lunch
- 1.30 - 3.00 Session Three
- 3.00 - 3.20 Afternoon Tea
- 3.20 - 4.30 Session Four
- 4.30 Close of Workshop

