KPIS, SCORECARDS & DASHBOARDS WORKSHOP

DRIVING STRATEGY EXECUTION & PERFORMANCE

BRISBANE
11 - 12 MARCH 2020

CANBERRA
18 - 19 MARCH 2020

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

BOOK AND SAVE!

$800

BOOK AND PAY BEFORE
17 DECEMBER 2019
TO SAVE UP TO $800

START YOUR LEADERSHIP JOURNEY!

Call +61 2 8239 9711   **Priority Code - I**

LIQUIDLEARNING
be**better**

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

KPIs, Scorecards & Dashboards Workshop

11 - 12 March 2020 **Cliftons Brisbane**

18 - 19 March 2020 **Cliftons Canberra**

Booking Form

Event Reference: KPI0320A

Priority Code: I

ℹ Registration Information

Organisation Name

Address		Suburb	State	Postcode

Booking Contact Information

Title	Full Name	Position	Email	Phone

📇 Delegate Information

#	Title	Full Name or TBA	Position	Email	Attendance Date/s
1					☐ Brisbane ☐ Canberra
2					☐ Brisbane ☐ Canberra
3					☐ Brisbane ☐ Canberra
4					☐ Brisbane ☐ Canberra
5					☐ Brisbane ☐ Canberra
6					☐ Brisbane ☐ Canberra
7					☐ Brisbane ☐ Canberra
8					☐ Brisbane ☐ Canberra
9					☐ Brisbane ☐ Canberra
10					☐ Brisbane ☐ Canberra

📈 Your Investment

Options (per person)		Value Plus Rate Register and pay by 17 December	Super Saver Rate Register and pay by 14 January	Early Bird Rate Register and pay by 11 February	Standard Rate
Qty					
_____	Workshop	$1995 + GST = ($2194.50)	$2395 + GST = ($2634.50)	$2595 + GST = ($2854.50)	$2795 + GST = ($3074.50)
Discounted off standard rates :		**Save up to $800**	**Save up to $400**	**Save up to $200**	All Prices listed in Australian Dollars

Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	25% off Standard Rate Team of 8+		TOTAL incl GST

Conditions: Group Discounts apply for bookings made simultaneously. Only one discount applies. Group discounts apply to standard rates only. Group discounts are not applicable to Value Plus, Super Saver and Early Bird rates. Discounts cannot be applied retrospectively and must be claimed at the time of booking. Liquid Learning Group reserves the right to have sole discretion on an organisation's eligibility for discounts.

Note: Course materials, refreshments & lunches are included. Travel and accommodation are NOT included. Registration Options are per person only.

💳 Payment Details

Payment is required prior to attending this event

☐ Credit Card

☐ Cheque (payable to Liquid Learning Group Pty Ltd)

☐ Electronic Funds Transfer

☐ Please invoice me:

Purchase Order No. # _____

Credit Card Details - Please charge my credit card for this registration:

Card Type ☐ Visa ☐ MasterCard ☐ American Express

Note: 2% surcharge applies to American Express payments

Card Number ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ Expiry ☐☐ / ☐☐

CVV ☐☐☐ Full Name as on card

Cardholder's Contact Number

Signature X

Electronic Funds Transfer (EFT)
Please transfer funds directly to:
Westpac Account Name: Liquid Learning Group Pty Ltd
BSB: 032 002
Account No: 407 273
SWIFT Code: WPACAU2S

Amount _____

Please quote ref KPI0320A and registrant name

✓ Authority

Authorising Manager's Details: This registration is invalid without a signature

Name	Position	Phone

Email	Signature X	Date

Email this form to: registration@liquidlearning.com.au or Call us on: +61 2 8239 9711

Registration Policy If you are unable to attend this event, you may send a substitute delegate in your place at no additional cost. Please advise us of any substitutions as soon as possible. Alternatively, you may transfer your registration to another event run by Liquid Learning Group Pty Ltd. A 10% service fee may apply. Should you wish to cancel your registration, please notify us in writing as soon as possible and a credit note will be issued valid for use towards any future event held by Liquid Learning Group Pty Ltd in the twelve months following date of issuance. Cancellation notifications received less than 14 days from the event running will receive a credit note to the value of the registration fee less a service fee of $400 plus GST. Liquid Learning Group Pty Ltd does not provide refunds for cancellation. The prices above are based on one person per registration. It is not possible for multiple people to attend within any day of the event on a single registration. Split tickets, i.e. a different person attending each day of the event, can be arranged. A fee will apply. Please call us for details.

Liquid Learning Group Pty Ltd takes all care to produce high quality events that deliver as promised. All advertised details are correct at time of publishing. However, when circumstances beyond our control prevail, we reserve the right to change program content, facilitators or venues. We also reserve the right to cancel or reschedule events if circumstances arise whereby performance of the event is no longer feasible, possible or legal. Liquid Learning Group Pty Ltd will not be responsible for any loss or damage arising from any changes to or cancelling or rescheduling of an event. If an event is cancelled or rescheduled, Liquid Learning Group Pty Ltd will make every effort to contact every registered delegate; if an event is cancelled or you are unable to attend the rescheduled event you will be issued with a credit note valid for use towards any future Liquid Learning Group Pty Ltd event held in the twelve months following date of issuance.

Disclaimer Liquid Learning Group Pty Ltd has taken due care in selecting qualified professionals as its authors and course facilitators. The information provided by course facilitators is not produced by Liquid Learning Group Pty Ltd and should not be regarded as advice. Liquid Learning Group Pty Ltd accepts no responsibility for reliance on such information and recommends that its clients seek further professional advice.

Privacy Statement Liquid Learning Group Pty Ltd is committed to your privacy. All information collected on this registration will be held in the strictest of confidence and in accordance with the Privacy Act 1988. Liquid Learning Group Pty Ltd will add your information to a secure database. This will be used primarily to contact you for ongoing research, product development and notice of future events and services offered by Liquid Learning Group Pty Ltd. Occasionally you may receive information from organisations associated with Liquid Learning Group Pty Ltd. If you do not wish to receive such information please tick this box: ☐

To update or have your details deleted please advise our Database team at Liquid Learning Group Pty Ltd,
Level 9, 80 Clarence Street, Sydney NSW 2000, PH: +61 2 8239 9700, email: database@liquidlearning.com.au

© 2020 Liquid Learning Group Pty Ltd ACN 108 415 354