



The successful introduction of a balanced scorecard system in an organisation depends upon its people's willingness and ability to embrace change and to actively pursue systematic performance improvement as a normal way of doing business. The development of understanding and appropriate training programs is critically necessary for organisations to successfully implement a balanced scorecard system.

2017 Dates & Locations

BRISBANE: 6-7 July

MELBOURNE: 29-30 August

PERTH: 23-24 November

The training venue is based on location



USING BALANCED SCORECARDS & KPIs FOR NOT-FOR-PROFIT ORGANISATIONS

2 Day Workshop

Not-for-profit organisations (NFPs) are becoming increasingly obliged by donors, customers, governments and the public to become more accountable, effective and to demonstrate 'mission impact'. The practice of strategic management is still evolving in NFPs, with most strategies often lacking the articulation and ability to translate their strategy into clearly actionable performance objectives, measures and target metrics. There is increasingly a strong need for an effective strategic management system that allows NFPs to develop clear and achievable targets and to manage their resources in the most effective way. Modern strategic management systems use balanced scorecards for this purpose. This two-day BSC for NFPs course allows senior staff of NFPs to understand how to develop and implement a strategic management system using balanced scorecards in their organisation.

Learning Objectives and Outcomes

Participants will develop understanding and skills related to:

- How the balanced scorecard methodology applies to NFPs
- Basic concepts of the balanced scorecard and how it can be used to improve organisational performance in NFPs
- The development of an Integrated Strategic Planning and Performance Management System in NFPs
- Scorecard Implementation, Execution and Sustainment

Who Should Attend

This course is designed for senior NFP staff who are implementing or thinking of implementing a strategic management or scorecard system in their organisation.

Learning Approach

The 2 day course is a 'hands-on' training program. Participants will practice developing a scorecard for a typical NFP organisation, using the step-by-step BSC methodology.

The course includes:

- Discussion of the necessary underpinning knowledge for developing strategic management systems using the Balanced Scorecard methodology
- Reinforcement of strategic management concepts through experiential sharing and case studies
- Group-based brainstorming and hands-on sessions in developing strategy maps for NFPs (applying what has been learned)
- Class mentoring on the development of a NFP's strategy map to ensure coherence and appropriate performance measures

For Registrations and Enquiries:

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About BSA

BSA provides consulting services to commercial, government and not-for-profit organisations in applying best practices in strategic performance management and measurement using balanced scorecards.

BSA has clients in all Australian states and across SE Asia.

Our highly experienced consultants, combined with the long consulting experience of our affiliate partner - the US Balanced Scorecard Institute - enables BSA to provide superior knowledge and resources to individuals and organisations - small and large - that wish to commence or continue with the development of a balanced scorecard system, or who may wish to refresh and renew their existing system.

BSA Services

- Balanced Scorecard and performance management system development and implementation
- Strategic planning facilitation
- Scorecard software advice
- BSC system maintenance
- Strategic Management Reviews
- Introduction and Certified Balanced Scorecard Training (public and in-house)
- Executive workshops

Event Details

Normal Fee: AU\$ 975.00 + GST

Earlybird Fee: A 10% discount applies for confirmed registrations made before the scheduled payment date.

Group Discount: 10% discount for each participant from the same organisation after the first registration.

Course Code: NFP1

How to Register

Tel: +61 3 9607 8530

Email: admin@bscaustralia.com

Online: www.balancedscorecardaustralia.com

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Course Outline

DAY 1

Module I:

Introduction and Overview of the Balanced Scorecard (BSC)

Methodology

- Some examples of successful NFP Scorecards
- The evolution of modern strategic management systems that use scorecards
- Key concepts and understanding underlying the Balanced Scorecard methodology
- The nine steps model for building and implementing a scorecard system

Module II:

Clarifying Your Strategic Framework (Steps 1 and 2)

- Developing your stakeholder value proposition
- Using an organisational assessment to set Vision, Mission and Strategy
- Choosing Perspectives
- Defining your Strategic Themes and developing Objectives

DAY 2

Module III:

Building an effective Balanced Scorecard System (Steps 3-5)

- Developing Strategy Maps
- The importance and use of Objective Commentaries
- Developing Performance Measures and Targets
- Performance Monitoring and Reporting

Module IV:

Implementation – Getting it Right (Steps 6-9)

- Using cross-functional teams
- Developing projects that improve performance
- Using scorecard information to communicate and improve performance
- Automation and analysis
- Cascading and strategic alignment

Flexible Solutions for your Business Needs

Balanced Scorecard Australia can also deliver training at a location of your choice and customise any course for a particular industry or organisation. To discuss customised on-site training, or any of our public training courses in more detail please contact us.

Balanced Scorecard Australia
Promoting Performance Excellence

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