

Balanced Scorecard Professional (BSP) Certification – Part 2: Advanced Balanced Scorecard



Course 401 - 2 Days Price: \$1,970

This course covers the Institute's *Nine Steps to Success™* balanced scorecard methodology, but goes much deeper than the Introduction course, providing more tools and techniques to help managers and analysts build, deploy, and sustain a scorecard system in their organization. The *Introduction to the Balanced Scorecard* is **required** before taking this course, as this course builds on that introductory knowledge by focusing on common scorecard development difficulties and nuances found in real world organizations that have implemented the *Nine Step* framework. This course provides a quick review of basic scorecard building steps, adds advanced building techniques, and goes in depth with cascading a scorecard system throughout an organization and evaluating the impact of the scorecard system and making corrections. The course includes additional focus on change management and strategic facilitation of teams. In addition to the two days of class, participants are given free access to the BSP certification exam.

Course Overview

This workshop adds depth to the Introduction to the Balanced Scorecard course. It builds on that introductory knowledge by focusing on common scorecard development difficulties and nuances found in real world organizations that have implemented the Nine Step framework. It delves deeper into the subjects our trainees have been asking for: strategic thinking, practical examples, details on cascading, budgeting, change management, facilitation evaluation and other advanced topics. This course is taught by our most senior staff. Topics covered by the course include:

- How to think strategically and avoid getting bogged down in tactical details
- How to design and implement a scorecard where other frameworks have already been introduced
- How to revise poorly designed scorecard elements, based on examples
- Small group simulations to understand decision choices
- Balanced scorecard "best practices"
- Advanced concepts in performance measurement
- How to cascade the enterprise scorecard throughout the organization
- Overcoming obstacles and real world challenges
- The evaluation of planning documents and processes

Who Should Attend

This course is designed for people in private, public or nonprofit-sector organizations who have responsibility for building, implementing and maintaining scorecard and other performance management systems. Typical attendees include those with responsibilities for implementing and/or maintaining the management system; developing appropriate performance measures; selecting software tools; cascading the scorecard to lower tiers in the organization; evaluating or reporting strategic and operational performance data; and/or improving resource allocation decision making.

Course Benefits

The course will be taught as a hands-on workshop using interactive lectures, practical examples, case studies, shared participant experiences, and practice sessions. The learning goals of the course are to: review best practices in building and implementing a balanced scorecard strategic management system, cascade the system to encompass all organizational tiers and operations, employ change management to sustain the system, and practice facilitation and coaching skills that will be useful in your organization.

Continuing Education Units

Attendees completing this course will qualify for 2.1 CEUs through our alliance with the University of South Carolina,

Hands-On Training

In small group workshops, participants practice planning and facilitation skills to apply in their own organization, receive feedback from the instructor and fellow trainees from different organizations. Participants receive a copy of the BSC Resources CD and an Advanced Balanced Scorecard Toolkit, which includes sample forms and templates to support each step of the planning and implementing process, plus evaluation forms, exercises and related material.

Course Instructors:

The course will be taught by the Principals and Associates of the Balanced Scorecard Institute. These instructors have specialized expertise in balanced scorecard training, facilitation and consulting in public and private-sector organizations.

Prerequisite

The Institute's *Introduction to the Balanced Scorecard* course is a prerequisite for this course, as it covers the basic *Nine Step* methodology for building and implementing a balanced scorecard and is the fundamental starting point for anyone interested in scorecard development, even for students that have advanced knowledge and experience implementing scorecards based on their own research or by working with other methodologies.

Course Outline

Module 1: Evaluation to Assessment

- Best practices related to Steps Nine and One of the *Nine Steps to Success*

Module 2: Advanced Strategic Foundations Development

- How to analyze, identify and correct poor strategic foundation design and migrating from other planning models to the balanced scorecard

Module 3: Advanced Objective & Strategy Map Development

- Strategic Objective & Strategy Map Best Practices

Module 4: Advanced Performance Management – Measure What Matters

- How to use several frameworks, such as the Logic Model, the Decision Model and the Critical Question model to develop a family of potential measurements for each objective

Module 5: Measurement Definition, Implementation & Visualization

- Advanced performance measurement definition, implementation & visualization

Module 6: Strategic Initiative Prioritization & Management

- Advanced strategic initiative prioritization techniques & project management primer

Module 7: Advanced Scorecard Alignment & Cascading

- How to build organizational alignment through advanced cascading techniques

Module 8: Managing & Sustaining a Balanced Scorecard

- Day-to-day management and budgeting with a Balanced Scorecard

For a complete course outline & registration details, visit www.balancedscorecard.org



Feedback from past participants:

"...the BSC program was one of the best professional development experiences I've ever had."

"I loved the case study exercises!"

"Very useful charts and checklists to evaluate the process of developing performance measures."

"...the case study was very supportive of understanding the process of developing and mapping strategy."

"...the methodologies in this presentation are a powerful medium for achievement of the right strategic objectives."

"...good information on what we need to do at our respective workplaces to effectively cascade the balanced scorecard."

