Developing KPI's, Scorecards & Dashboards Workshop

A comprehensive grounding in how scorecards, dashboards and KPIs can be developed, implemented and holistically utilised to drive organisation-wide performance

EXPLORE

- Build a performance management system built around the agency's core purpose and outcomes

- Utilise best practices in planning and mapping strategy in your agency

- Fine-tune the art of developing and selecting effective and meaningful KPIs

- Gain a roadmap for implementing and executing the scorecard, dashboards and KPI system effectively

- Discover how to cascade KPIs across the agency

- Facilitate a sound understanding of the scorecard and KPI system across your agency

- Learn how KPIs can be utilised to measure, analyse and drive performance in the new environment

- Leverage your existing performance management systems

- Optimise the overall KPI system for comprehensive performance impact

EXPERT FACILITATOR

> **Kevin Riley**
Managing Director
Riley & Riley - Strategy Advisors

17 & 18 January 2018
Cliftons Brisbane

EARLY BIRD & GROUP DISCOUNTS AVAILABLE

Register and Pay by 12 September 2017 to receive additional Value Plus Discounts!

Please note participant numbers will be strictly capped to ensure a quality, interactive experience for attendees

Phone: +61 2 8239 9711

www.liquidlearning.com
Booking Code - W

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Developing KPI's, Scorecards & Dashboards Workshop

BACKGROUND

Heightened performance and the need for greater public accountability and transparency are key aspirations driving the strategic direction of Public Sector agencies globally. This is now manifested in the Public Governance, Performance and Accountability Act (2013) and a number of other key reforms impacting the Public Sector in Australia today. Building a performance system that both addresses the key requirements of legislation, and also remains in line with the agencies core purpose and outcomes is essential.

Many agencies across the Public Sector are currently overhauling performance management systems in line with new strategic priorities of Government. While sound progress is being made by many, this process can be time-consuming and difficult - with the pursuit of comprehensive, agency-wide performance impact and benefits-realisation often being elusive.

In a dynamic operating environment underlined by significant uncertainty, now more than ever the performance and efficiency gains which a well-developed scorecard and KPI system can bring are a high priority for Public Sector organisations.

This unique workshop is designed to provide a thorough grounding in how scorecards, dashboards and KPIs can be developed, implemented and comprehensively utilised to drive agency performance. Attendees will benefit from case study examples of how this process has been achieved in a variety of organisations and the interactive work shop format will enable a combination of structured learning and peer-to-peer experience sharing. Be a part of this exciting program and take away the tools and knowledge required to take your scorecard and KPI system 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.

INTRODUCING YOUR FACILITATOR

Kevin Riley
Managing Director
Riley & Riley - Strategy Advisors

Kevin Riley has more than 28 years of experience in financial and performance management and budgeting, as well as over 18 years of experience in designing and delivering training programs in finance, strategy and management. In particular he specialises in strategic decision making and strategy execution, strategic planning and evaluation, business process analysis and improvement, financial and non-financial KPIs, improving financial literacy and business acumen, as well as strategic financial management and financial control. As a well-regarded and respected consultant, trainer, coach and facilitator, Kevin provides a blend of presentational excellence, expertise in financial and performance management best practice, and an understanding of the cultural issues affecting and managing change. He has assisted management teams in a wide range of organisations to develop and implement their financial and operational performance improvement strategies, including capital-intensive mining companies, manufacturing and processing companies, service and office product firms, natural resource managers, and government departments and agencies.

Prior to establishing his own business in 1996, Kevin was a Managing Consultant with Coopers & Lybrand and Senior Audit Manager with PricewaterhouseCoopers (PwC).

WHO WILL ATTEND

- Chief Financial Officers
- Finance Directors / Managers
- Performance Management
- Performance Reporting
- Corporate Services
- Finance Services
- Management Accounting
- Management / Performance
- Reporting
- Business Planning / Budgets
- Financial Management
- Systems
- Governance

VALUE PLUS DISCOUNT
Receive $400 off registration if you register and pay by 12 September 2017

SUPER SAVER DISCOUNT
Receive $300 off registration if you register and pay by 31 October 2017

Day One

Reviewing the fundamentals of balanced scorecards and KPIs

- An overview of performance management and the use of scorecards, dashboards and KPIs
- The rationale for moving towards a scorecard and KPI system and key benefits
- Considering the agency purpose and key outcomes to ensure these will dovetail effectively with scorecards and KPI development
- Overview of common performance management and dashboard reporting systems in the Public Sector

Planning and mapping strategy effectively

- Best practices in planning and mapping strategy in the new environment
- The benefits of building a corporate strategy map as simplified and visual framework for focusing the organisation - ensuring alignment between strategy, scorecards and KPIs
- Building effective strategy maps
- Identifying strategic risks and incorporating these into the system
- Planning for an effective roll-out and implementation of the scorecard and KPIs to put strategy on the ground

Case Study: Developing a strategy map

Developing and selecting effective and meaningful KPIs

- Fundamentals of KPI selection criteria
- Selecting relevant KPIs that focus on effectiveness and efficiency
- Connecting KPIs to employee performance management processes
- Developing a KPI dashboard and using this for decision-making

How KPIs can be leveraged to measure, analyse and drive performance

- Developing KPIs that demonstrate improved outcomes and service delivery
- Selecting appropriate performance levels, targets and performance thresholds
- Analysing and measuring performance using KPIs
- Common finance KPIs utilised in agencies
- Common operational KPIs utilised in organisations

Group Discussion: Sharing experience in selecting KPIs

IN-HOUSE TRAINING AVAILABLE

Do you have a team of ten or more people requiring this training? If so, it may be more cost effective for Liquid Learning to bring the training to you. Contact us to discuss your needs today.

Day Two

Implementing and executing the scorecard and KPI system

- The importance of sound execution and implementation in extracting value from KPIs
- Tips and strategies for laying the groundwork to ensure that the system will be understood by staff and buy-in can be achieved across the organisation
- Common implementation challenges and how these can be overcome
- Monitoring the execution and roll-out to ensure implementation is on track

Group Discussion: Common challenges experienced in implementation and potential solutions

Cascading KPIs across the organisation

- Facilitating a sound understanding of the scorecard and KPI system across the organisation
- Ensuring KPIs are strategically aligned and integrated across business units
- Cross checking of scorecard measures and targets against strategic objectives and ensuring consistency, integration and alignment
- Involving stakeholders in the process and facilitating effective and productive communication
- Cascading KPIs down to teams and individual levels to ensure clear accountability and performance impact

Case Study: Effectively cascading KPIs across an organisation

How technology intertwines with your scorecard, dashboards and KPI frameworks

- Connecting your KPI regime effectively with key business systems and platforms
- How technology can assist with building strong data collection and analysis capability
- Leveraging your existing technology investments and how these may complement the performance management system

Optimising the overall KPI system for comprehensive performance impact

- Having a clear picture of where we are heading - an overview of what a mature scorecard and KPI system looks like
- Building a high-performance culture and ensuring organisational buy-in for performance improvement

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17 & 18 January 2018 - Cliftons Brisbane

Booking Form

KPI0118A - W

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
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

Your Investment

Options (per person) Qty	Value Plus Rate*** Register and pay by 12 September	Super Saver Rate** Register and pay by 31 October	Early Bird Rate* Register and pay by 5 December	Standard Rate
Workshop	$2295 + GST = ($2524.50)	$2395 + GST = ($2634.50)	$2545 + GST = ($2799.50)	$2695 + GST = ($2964.50)
Discounted off standard rates :	Save up to $400 off	Save up to $300 off	Save up to $150 off	

TOTAL incl GST

All Prices listed in Australian Dollars

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.

	Group Discounts Available:	10% off Standard Rate Team of 3 - 4	15% off Standard Rate Team of 5 - 7	17% off Standard Rate Team of 8 +		In-house Training Available:	Do you have a team of ten or more people requiring this training? If so, it may be more cost effective for Liquid Learning to bring the training to you. Contact us to discuss your needs today.

Payment Details

Please Note: 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 KPI0118A and registrant name

Authority

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

Name	Position	Signature X	Date

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