

# KPIS, SCORECARDS & DASHBOARDS WORKSHOP

DRIVING STRATEGY EXECUTION  
& PERFORMANCE



## 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

## BRISBANE

29 & 30 OCTOBER

## SYDNEY

5 & 6 NOVEMBER

## MELBOURNE

12 & 13 NOVEMBER

## 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.

## WHO WILL ATTEND?

Senior professionals, team leaders, managers and 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

## 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
- ▶ Identifying the strategic drivers of financial and non-financial performance
- ▶ Considering the human factors that will affect the design and implementation of performance frameworks

**Activity** - Evaluating 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
- ▶ Identifying strategic risks and relating 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

**Activity** - Common challenges experienced in implementation and strategy execution

### 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** - Reviewing 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
- ▶ Building a high-performance culture - demonstrating real accountability for performance
- ▶ Generating 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

## YOUR FACILITATOR

Kevin Riley has more than 30 years of 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. This includes assisting many agencies apply their jurisdiction's planning, budgeting and performance reporting frameworks.

Kevin and the Capital Training College team have more than 20 years of experience in designing and facilitating learning and development programs focused on building work teams' financial and risk management performance measurement and improvement skills and capabilities.

Kevin will draw upon his public sector experience to assist you to enhance your skills in strategic and operational planning, costing, budgeting and forecasting, analysis and evaluation and performance reporting. Kevin's experience also includes financial management consulting and assurance experience with PricewaterhouseCoopers (PwC) from 1983 to 1996. Kevin is a Fellow with both Chartered Accounts Australia and New Zealand and CPA Australia. He is also a Qualified Accountant with the Chartered Institute of Public Finance and Accountancy (UK).

Kevin is the National Treasurer and National Councilor for the Institute of Public Administration Australia.



**Kevin Riley**  
Managing Director  
Capital Training College

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