

Leadership Effectiveness	
Session Code	LE08
Session Title	Measure Performance
Topics Covered	Build a balanced scorecard using the business strategy to create a comprehensive set of measures at all hierarchical levels
Delivery	Half Day (4 Hours) - tutor led f2f or online sessions
Minimum - Maximum Number of Delegates	1-10
Who will benefit?	Managers at all levels

<p>Content</p> <ul style="list-style-type: none"> ▪ Support traditional financial indicators by creating measurement systems and key performance indicators that also consider customers, processes and the need for ongoing innovation and improvement ▪ Drive customer satisfaction and performance ▪ Devise customised measures based on the required outcomes and processes on which your strategy is based on 	<p>Benefits</p> <ul style="list-style-type: none"> ▪ Link performance measurement to the business strategy using the balanced scorecard ▪ Develop performance objectives and measures that rely on core business processes ▪ Finalise cause and effect connections of value drivers to the performance results ▪ Use the balanced scorecard process to allocate resources and assess performance ▪ Interpret, understand, and challenge performance objectives
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