

Improving Performance in the Public Sector with a Balanced Scorecard

Introduction

At the highest level, the Balanced Scorecard is a framework to help organisations to clarify the vision and strategy and translate them into operational objectives that drive both performance and behaviour. It is a management system that uses measurement to provide feedback on internal processes and external outcomes in order to improve strategic performance and operational results. Over the last decade the Balanced Scorecard has become established management best practice for the private sector but it is equally applicable and beneficial for the public sector. This two-day, in-house, course addresses the priorities and challenges of using a Balanced Scorecard to improve performance in the public sector.

Objectives

The course is a lively mixture of theory and work on public sector case studies. At the end of the course students will be able to:

- Describe the structure and typical content of a public sector balanced scorecard.
- Build a Balanced Scorecard for a public sector organisation.
- Use a Balanced Scorecard in a management-for-results environment.
- Know how to use the Balanced Scorecard to align operational activity with strategy.
- Use best practice approaches to overcome obstacles and challenges.

Course Content

- Why use a Balanced Scorecard
- Cause and effect
- 4 Perspectives of a Balanced Scorecard
- Strategic themes
- Balanced Scorecard in the public sector
- Translating strategy into operational objectives
- Strategy maps
- Measurement and target setting.
- Aligning Human, Organisational and Information Capital
- Aligning support functions with the strategy.
- Directorate, functional and personal scorecards.
- Process to develop a Balanced Scorecard.
- Managing for results with a Balanced Scorecard
- Balanced Scorecard and the Management of Change.

Who should attend?

The course is for directors, managers and supervisors working in the public sector. The course is for a maximum of 15 people. Customised courses and workshops are also available as in-house programmes.

Duration

The course is in-house and takes place over two days.

Coaching

To help trainees apply their new knowledge and skills to developing a Balanced Scorecard for their authority, directorate or function a coaching programme for individuals or teams can be established.

Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk.