BALANCED SCORECARD MASTER PROFESSIONAL (BSMP)



Build on your existing balanced scorecard knowledge by successfully applying a disciplined framework of balanced scorecard concepts for your organisation's performance system.

ACCREDITATIONS:

Balanced Scorecard Institute

RELATED CERTIFICATIONS

- Balanced Scorecard Certification
- KPI Certification

COURSE OVERVIEW

By upgrading your existing knowledge of balanced scorecard practices to a full Balanced Scorecard Master Professional Certification, you gain the specialised knowledge required to apply the principles and concepts of a balanced scorecard system to your organisation in a highly technical manner.

The Balanced Scorecard Master Professional (BSMP) certification – offered in association with Balanced Scored Institute – is a comprehensive course geared towards the intricacies of balanced scorecard planning and management system implementation.

COURSE DELIVERY METHODS

In-Person Training (Onsite)
5 day training

In-Person Training (Public)
5 day training

Virtual Instructor-Led Training
10 × 3hr tutorials

This Application course offers certified ***Balanced Scorecard Professionals*** the means of extending their work to a full *BSMP* certification. The course is ideal for delegates charged with building, implementing, managing, and sustaining balanced scorecard planning and management systems. It was developed for members of internal balanced scorecard teams who want to learn how to build, deploy, and maintain scorecard systems. The course also benefits those who want to incorporate lessons learned and best practices into developing a strategic management system.

Completion of the Balanced Scorecard Professional certification is ***required*** before registration for BSMP will be approved. We strongly recommend that delegates wait a few months after completing the BSP certification before beginning the BSMP Application course.

OBJECTIVES & TOPICS



Learning objectives

Participants will need to develop an accurate scorecard based on their needs.

Topics covered by the course include:

- Advanced techniques for building and implementing a balanced scorecard performance management system
- Advanced change management aspects of the balanced scorecard journey
- Facilitation and coaching skills necessary to lead and participate in team workshops
- Communications strategy development and change management aspects of the balanced scorecard journey
- How to practice building a scorecard application under the eye of an experienced certifying balanced scorecard consultant
- Successful implementation techniques, as well as tips and tricks for dealing with implementation issues standing in the way of successful scorecard programs
- Comprehensive approaches to strategic planning, strategic management, performance measurement and target setting, initiative prioritisation, performance information systems, and program evaluation
- Modern approaches to strategic thinking and strategy mapping
- How to cascade the enterprise scorecard throughout the organisation

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Postal Address: P.O Box 2681, Brooklyn Square, Pretoria, 0075, South Africa.

Topics covered

- Why the balanced scorecard is still one of the most influential and effective management tools.
- Basic elements and concepts of a balanced scorecard.
- How scorecards are created using the Balanced Scorecard Institute's Nine Steps to Success™ methodology.
- How to contribute to your team's mission, vision, core values, and customer value proposition development.
- The basics of performance measure and target development.
- What cascading scorecards to all levels in the organisation can create in terms of strategic alignment.
- How to engage leaders and employees in the origination's shared direction.
- How to overcome anticipated challenges with proposed solutions.

Course modules

Module I. Introduction

Learning Objectives: Introduce participants; outline course modules; introduce the application example; discuss the course schedule.

- Introductions, expectations, and participant knowledge
- Workshop objectives
- Agenda, schedule, and logistics
- Introduction to the workbook and course
- Definitions
- Application development and presentation description and requirements

Module II: Overview of Balanced Scorecard Principles

Learning Objectives: Review the basic principles of balanced scorecard strategic planning and management systems; discuss building, implementation, and sustainment issues; discuss critical success factors of successful strategies; discuss managing the scorecard project; contrast the differences and similarities in scorecard systems for different organisations; discuss a typical BSC cycle.

- Review and contrast different approaches to performance management and measurement
- Benefits of scorecard systems
- Definitions
- Differences among business, government, and nonprofit scorecard systems
- Review of the essential components of scorecard systems and how they fit together
- Summaries, challenges, and lessons learned for each scorecard system framework step
- Characteristics of an excellent Balanced Scorecard
- Sample BSC strategies, strategy maps, and performance measures
- Challenges of scorecard systems and how to overcome them
- Class dialogue around student issues

Module III: The Balanced Scorecard Development Process

Learning Objectives: Discuss principles and success factors of managing scorecard development programs; contrast the differences and similarities in scorecard systems for different organisations; discuss a typical BSC cycle; learn effective facilitation techniques.

- Managing the process
- Creating a realistic scorecard development schedule
- Securing resources and getting people on-board
- Dealing with objections
- Facilitating scorecard development workshops
- Class dialogue around student issues

Module IV: Change Management Aspects of Balanced Scorecard Systems

Learning Objectives: Understand the people side of implementing a change initiative; obstacles, and how to overcome them)

- Use a Readiness Assessment to define the organisation's readiness for change
- Theories of change
- Review models for change from experts in the field of Change Management
- Developing a change management plan
- Class dialogue

Module V: Advanced Scorecard Development Techniques

Learning Objectives: Advanced techniques for surveying customers and employees, strategy mapping, performance measurement and target setting, initiative management, and scorecard cascading; rewards and recognition

- Changing hearts and minds through interactive communications
- Employee motivation
- Rewards and incentives
- Tips on building and sustaining employee buy-in
- Advanced performance measures' considerations
- Cascading the scorecard throughout the organisation – aligning vision, strategy, and work
- Project management
- Best practices
- Class dialogue around student issues

Module VI: Managing with the Balanced Scorecard

Learning Objectives: Organization considerations for managing scorecard systems; using scorecard information to improve performance; strategic budgeting

- Implementation issues
- Review of software options for collecting, verifying, and validating performance data and information
- Strategic budgeting using the balanced scorecard
- Using performance information to improve organisational performance
- Sustaining the scorecard system
- Class dialogue around student issues

Module VII: Application Development and Certification Exam Preparation

Learning Objectives: Develop a practical, balanced scorecard example for your organisation; work through issues facing scorecard implementation in your organisation

- Review student application material
- Build the student application and prepare the student presentation

BENEFITS OF ATTENDING

This is an application course taught by the most senior Institute facilitating consultants. It is specifically designed to enable individuals involved with developing a balanced scorecard system to act as a coordinating change agent/internal consultant to lead and develop a scorecard system. Instructors will work closely with individual delegates to guide them on the development and application process of balanced scorecards for their organisations. Past delegates have expressed the benefits of gaining knowledge through sharing knowledge since fellow course delegates share their experiences of varied organisational types worldwide. This sharing of practical experience occurs through classroom discussions and application presentations.

WHO SHOULD ATTEND?

This course is recommended for executives, managers, planners, and analysts who wish to apply practical ideas for overall organisational performance and achieve the highest level of certification – Master Professional Certification – from the Balanced Scorecard Institute.



COURSE FACILITATOR

Mark Van Rooyen

Senior Partner & Lead Consultant

The course will be facilitated by Mark van Rooyen, who has trained many Balanced Scorecard Bootcamps over the last 20 years, for various organisations. His experience in strategy, management and performance systems will ensure value for all delegates. His success in delivering many courses across the continent, and his understanding of various operational environments, make his presentation and training highly effective.

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