



QuickStart™ Balanced Scorecard Consulting Services

Program Overview

QuickStart™ balanced scorecard consulting services provide your team with the structure and discipline to develop the initial draft of your strategy and scorecard system in about a week. Available online or in person and as a concentrated week or spread out over months, our expert consultants will help train and facilitate your team through steps 1-6 of the *Nine Steps to Success™* framework.

About the Balanced Scorecard

The balanced scorecard is a strategic planning and management system used by organizations to communicate and align around strategy, prioritize, and measure performance. The name "balanced scorecard" comes from the idea of looking at strategic measures in addition to traditional financial measures to get a more "balanced" view of performance. Business, government, and nonprofit organizations worldwide use the balanced scorecard system to:

- ▶ Break down intangible strategic vision into specific, actionable steps
- ▶ Get everyone focused on strategy
- ▶ Choose measures that help you achieve tangible results

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The QuickStart™ Program

The QuickStart™ program is a ten-session interactive experience designed to help get your team started with our award winning *Nine Steps to Success™* framework for a fixed price. Customized for each client, each session includes up to four hours of training or group facilitation designed to give you the confidence that your team is using the terminology correctly and implementing the system consistently in order to:

- ▶ Focus on strategy
- ▶ Improve organizational performance
- ▶ Align work with strategy
- ▶ Shift focus from activities to results
- ▶ Prioritize
- ▶ Improve communication of Vision and Strategy

Program Agenda

While customized for each client, all sessions will include a mix of training and facilitated exercises designed to encourage engaged dialog across your leadership team, building from the basic outline below.

Session One

Establish Teams and Roles, Process and Procedures, and plan for Automation
Plan for Change Management
Plan to Communicate "Why BSC and Why Now?"

Session Two

Balanced Scorecard Overview Training
Mission, Vision and Values

Session Three

Refine Mission, Vision, and Values
SWOT, Customer Value Proposition and/or other strategy exercises

Session Four

Strategy Profile
Perspectives
Strategic Themes

Internal Champion Training

Balanced Scorecard Professional Certification training will be required for an internal champion(s) to arm them with the skills needed to assist with logistics, document outputs, and develop, refine, and maintain the system after the consultants are gone.

Team Training

Each session will include just-in-time training for each scorecard component so that busy leaders and managers can competently build useful strategy components without having to become certified Balanced Scorecard Professionals. All training content is derived from our Professional Certification programs, which were developed and are offered in partnership with The George Washington University Center for Excellence in Public Leadership.

Session Five

Strategic Results and Strategic Objectives

Session Six

Strategy Mapping

Session Seven

Strategy Mapping and Objective Documentation

Session Eight

Performance Measures / KPIs

Session Nine

Performance Measure / KPI Definition

Session Ten

Initiative Prioritization
Rollout and Communications Planning



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