



Team Power International
Where Your Winning Future Begins

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**LEADERS IN APPLIED
INTERACTIVE TRAINING**

ST07E



**In-House
Training**

KEY PERFORMANCE INDICATORS - KPI

Identify the most meaningful and useful Key Performance Indicators and maximize their potential



OVERVIEW

Meaningful and strong KPIs provide insight into whether strategies are working, whether programs, projects and services are on schedule, on budget, and delivered effectively. KPIs focus employees' attention on what matters most to success, and allow for measurement of accomplishments.

This program is designed to appeal to all sectors - business and industry, government and non-profit and provides participants with practical tools to developing meaningful strategic and operational performance measures, and then develop their skills through a series of practical application exercises. Participants are taught how to understand and articulate desired results, determine what to measure, set targets and thresholds, develop composite measures using lower level performance measures and to measure outcomes, outputs, processes, and inputs.



PRIMARY OBJECTIVES & BENEFITS

This workshop will help participants to:

1. Understand theory and application of corporate performance management through Balanced Scorecards (BSCs) and other frameworks for developing KPIs.
2. Develop best practice KPIs, performance targets, and management dashboards.
3. Improve performance of departments, teams, programs, projects, risks and individuals.
4. Make their strategy measurable and easier to communicate and cascade.
5. Identify KPI challenges, issues and opportunities.
6. Develop an alignment of KPIs with strategic themes, goals and desired outcomes.
7. Identify best practices in building and sustaining a performance culture.
8. Develop performance measures for each of the measurement families: strategic, operational, project measures, risk and employee.
9. Apply KPIs in effective 1:1 performance meetings and appraisal processes.



WHO SHOULD ATTEND?

Managers, planners and leaders who are part of a strategic planning and management team and are seeking the best practical ideas for improving organizational performance.

KEY PERFORMANCE INDICATORS - KPI

Identify the most meaningful and useful Key Performance Indicators and maximize their potential

Module 1 - KPI Development And Application

- Introduction to KPI's and their strategic implementation
- Understanding strategic context and alignment to goal setting and achievement
- Creating a positive performance management culture

Module 3 - KPIs And Their Role In Effective Performance Management

- Understanding and defining the purpose and benefit of measurement
- Mapping measurable results
- Designing meaningful measures of performance

Module 5 - Aligning KPIs To Vision, Mission, Strategy, Goals And Tactics

- Developing measures aligned to strategies
- Working with timescales, milestones and crucial time stamps
- Using 'Moments of Truth' Analysis to track performance through time and quality based milestones

Module 7 - The Human Element Of KPI Application

- Alignment to Maslow's Hierarchy of needs
- Consideration of social styles
- Influencing motivation and behaviors
- Passing ownership, responsibility and accountability
- Enhancing real 'people management' through the effective application of KPI / KRI

Module 9 - Specific KPI / KRI Case Studies

- Identify, qualify, quantify & present current case study
- Expose gaps, issues, opportunities within the case study
- Identify & present specific hard and soft benefits of potential development within this case study

Module 2 - Measuring Performance To Drive Desired Objectives

- Understanding "hard" and "soft" performance measures
- Implementing performance measures
- Reporting performance
- Interpreting signals from recorded / reported measures
- Application and management of performance 'targets'

Module 4 - Building A Positive Performance Culture

- What do we mean by performance culture?
- Embedding KPIs into each part of the organization
- Communication, cascade and follow through of a consistent performance message
- Gaining "buy-in", accountability and ownership of KPIs

Module 6 - Matching Key Risk Indicators (KRI's) With Key Performance Indicators (KPI's)

- Understanding the risks to performance achievement
- Using 'scenario planning' to reduce risk
- Contingency planning to mitigate risk of under-performance

Module 8 - Competency And Behavioral Matrices

- Establishing a competency framework
- Separating technical, skills based and behavioral based competencies
- Establishing descriptors, scoring systems and levels of achievement within competency frameworks
- Exploration of examples of best practice competency frameworks

Module 10 - Action Planning From Specific KPI / KRI Case Studies

- Consider and agree relevant action planning models
- Construct a KPI / KRI strategy document for further consideration
- Establish an organizational benefit matrix from the strategic action planning exercise

PROGRAM HIGHLIGHT

Duration: 5 days

Date: To be Agreed with the Client Organization

Timing: 8:30 am to 2:30 pm daily

Venue: Suitable & fully equipped venue (to be provided by Customer)

Notice required: 10 working days

Language: English

Material: Participants will be provided with high quality handouts

Certificates: Certificates of Completion shall be provided to participants upon successful attendance of the training program

Fees: Inclusive of facilitator's fees, materials and certificates