



2-DAY INDIVIDUAL OBJECTIVE SETTING

Workshop Fee

₦324,000 (\$900)

Workshop Learning Objectives

1. Understand concept of alignment in balanced scorecard system
2. Learn the process of building organization alignment through cascading scorecards from Tier 1 to Tier 2 to Tier 3
3. Learn how to map employees' job descriptions to Tier 2 strategic objectives
4. Learn how to develop employee's or team's SMART objectives that are aligned with Tier 2 scorecard
5. Learn how to develop performance measures or key performance indicators for staff objectives across financial and non-financial perspectives
6. Learn how to develop individual tasks that drive achievement of individual/team SMART objectives, and,
7. Develop sample staff scorecard (Tier 3) with all the elements in a practical working session, and
8. How to document the Tier 3 scorecard

Our Approach:

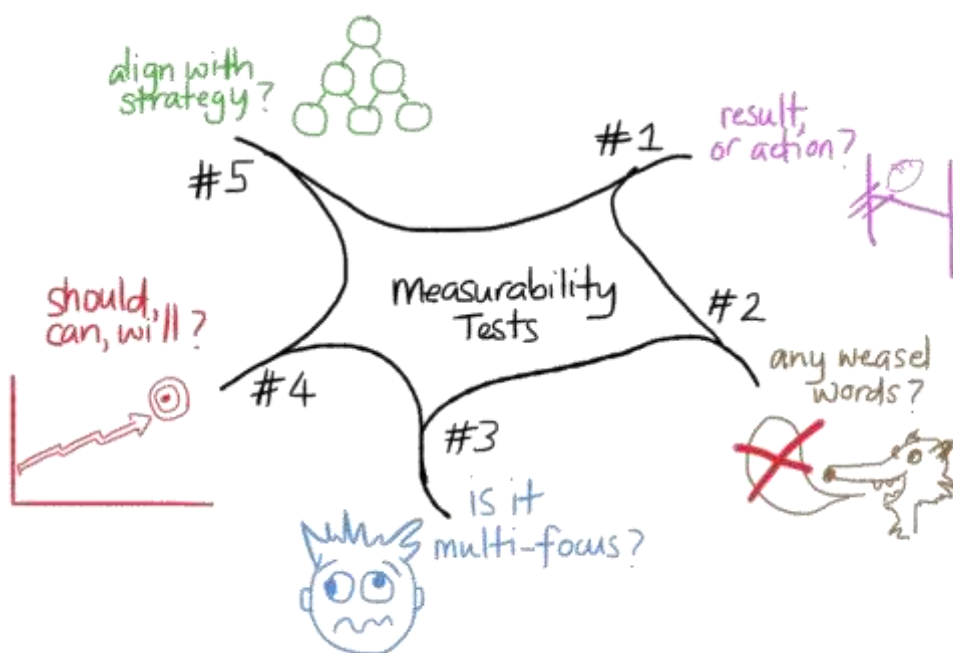
Customization: As a customised program, we will require to have access to the client's strategy document and possibly, two samples of operating plans (one each from a customer-facing dept. and non-customer facing dept.) to facilitate the customisation of the workshop workbook.

In particular, we are interested in seeing beforehand, the enterprise and the departmental strategic objectives or major performance results. In addition, it will be appreciated if we receive in advance copies of job descriptions of staff in a customer-facing and non-customer facing dept. With this two sets of information, we will be able to customise the teaching examples and make them more relevant to the client's requirements, and this will also facilitate the hand-holding session.

We are prepared to sign a non-disclosure agreement, if this is required. However, if the client is reluctant to share this information, we will design and customise the training using our experience in financial services.

Key Methodologies:

1. Balanced scorecard system and cascading process to create organizational alignment
2. Objective Mapping: Mapping of objectives of departments to individuals and teams in each department based on job descriptions
3. Developing individual SMART objectives and tasks aligned to the objectives
4. Developing meaningful KPIs using the PuMP Measurability Tests presented below:



Test #1: Result or action? – To fix the ‘action orientation’ problem and keep focus on result, not action or effort

Test #2: Any weasel word? – Results are difficult to measure because of the language used to craft them, so we want to learn how to remove the weasel words

Test #3: Is it multi-focus? – Combining two or more results complicates developing meaningful KPIs

Test #4: Should, can and will – To demonstrate that the result is important and should, can and will be measured

Test #5: Align with strategy – Constructing a clear line of sight between the staff objective to be measured and the bank’s strategy