

Transform your KPIs

Change your KPIs to accelerate performance

Two day masterclass 15 & 16 October 2018

Who will benefit?

This two day programme is suitable for staff responsible for monitoring and reporting the performance of a business unit, division or an organisation as whole.

The programme will be of particular benefit to:

- Human Resource Managers responsible for organisation wide performance measurement
- CFOs and reporting accountants responsible for reporting performance measurement on a regular basis
- CEOs and General Managers who are dissatisfied with performance measurement in their organisation and wish to scope out a complete revisit in performance measurement
- The team in charge of a balance scorecard implementation
- Consultants who wish to be certified on David Parmenter's winning KPIs methodology

What you'll gain

The workshop will enable you to:

- Transform your KPIs so they accelerate performance
- Understand the characteristics of KPIs that will deliver results
- Identify the difference between result and performance indicators
- Develop KPIs which will be relevant to your organisation
- Utilise the best practice reporting templates provided
- Identify your organisation's critical success factors
- Work with the practical electronic media provided in the course

Course format

This course will be held in a highly interactive workshop format with case studies, better practice examples and implementation guidelines.

Location:

JW Marriott Bucharest Grand Hotel,
ROMANIA

– 15 & 16 October 2018

Led by author, presenter
& facilitator

David Parmenter

David is the author of the bestselling KPI book (now in 3rd edition) with more than 80,000 copies sold over ten languages. He is an international presenter known for his thought-provoking and lively sessions, which have led to substantial change in many organisations. David's work on KPIs is recognised internationally as a breakthrough in understanding how to make performance measures work. He has delivered workshops, in 32 countries, to thousands of attendees. He is the author of *The Financial Controllers and CFO's Toolkit – Lean Practices to Transform Your Finance Team*, *Key Performance Indicators for Government and Non Profit Agencies: Implementing Winning KPIs*, and *The Leading-Edge Manager's Guide to Success* (all published by Wiley). David is also a regular writer for professional and business journals.



Book through www.greatpeopleinside.com/conference2018/register/

DAY 1: 9.00am - 4.45pm

What are Key Performance Indicators?

- Difference between the four types of performance measures
- The characteristics of a winning KPI
- How KPIs support business goals and strategy
- Understanding the need for past, present, and future measures
- The 10, 80, 10, rule for performance measures
- The importance of knowing your critical success factors

Finding the Critical Success Factors (CSFs) in Your Organisation

- Case studies
- The four stage process
- How to run the two day CSF workshop
- Workshop: Brainstorm the success factors in sector groups
- Learn how to use relationship mapping to find the success factors with the greatest influence (Airline example)
- Workshop: Shortlist the likely CSFs in your sector using the relationship mapping technique

How to Design Performance Measures

- Common measurement traps
- What we need to measure
- Wording of measures
- Removing measures where cost of measurement is greater than the benefit
- Evaluating measures
- Workshop: rewording performance measures
- Workshop: categorizing performance measures

How to Ascertain Performance Measures

- Using success factors to derive measures
- Workshop: Performance Measures in a couple of CSFs

Three Stage Process to Develop and Use Winning KPIs

- The seven foundation blocks
- Walk through the questionnaires, team worksheets and checklists, and workshops contained in the book

Feedback from the two KPI Masterclass run in KL

"The trainer's energy, passion and clear delivery of KPIs were very vital and useful"

Business Support, Astro

"The exercise sessions on identifying KPIs were very practical and extremely useful"

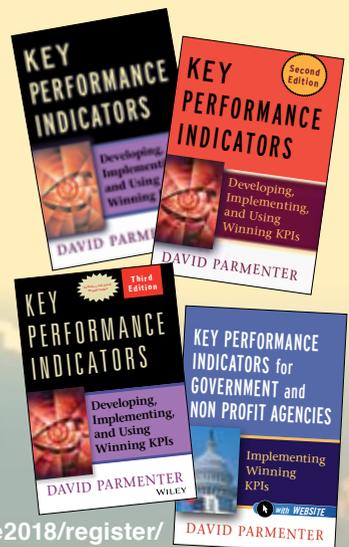
Group Finance, Telekom Malaysia

"David is very knowledgeable and an expert in this field. He is very helpful and gives answers immediately. The handouts were very comprehensive"

Head, Quality Division, Island & Peninsular BHD

"Dedicated speaker, lots of interaction between participants and the trainer"

Finance & IR, Sunway City



DAY 2: 9.00am - 4.45pm

Selling and leading change

- Why you need to know about the three laws of performance
- The power of selling by the emotional drivers of the buyer
- Preparing the elevator pitch
- The sales pitch to the Board, SMT and Staff
- The eight stages of leading and selling change (John Kotter)

How to present your performance measures

How to improve your reporting of performance by the adoption of Stephen Few's work.

Better practice graphics

Maximising use of available software

Hierarchy of Reports to Staff, Management, and the Board

Workshop: Develop reporting formats for the board and the senior management teams

Getting performance measures into teams

How to train teams to develop measures

How to gerun the two day performance measures workshop.

Workshop: Develop generic scorecards for teams.

Case studies: covering different sectors

KPIs for your enterprise

A question and answer session where David shares his thoughts on your organisation's KPIs

KPIs: The Road Ahead – the implementation issues

- Introducing agile techniques to improve the likelihood of success (SCRUM meetings, Kanban)
- The next steps to take in the following five weeks
- Implementing KPIs in a not for profit organisation, small to medium enterprise

Understanding the myths of performance measurement that lead to failure

- By tying KPIs to pay you will increase performance
- Most measures lead to better performance
- All performance measures are KPIs
- Monitoring monthly performance measures will improve performance
- KPIs are financial and non financial indicators

Final Workshop:

Workgroups prepare a small PowerPoint presentation (3 to 4 slides) covering their new insights into the CSFs, performance measures they are taking back to work, their next steps, outline of their sales pitch.

Implementer Certification

David will be giving "winning KPIs implementer" certification to any attendees who attend this workshop and who complete a KPI project, using the methodology. The "winning KPIs" implementer status will become a sought after international accreditation entitling recipients the use of the latest intellectual property upon membership.

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