

## MAINTAINING BALANCED SCORECARDS AND KPIS

*“Aligning Strategy, Performance, and Measurement for Organizational Success”*

### Schedule

Date	Venue	Fees (Face-to-Face)
04 – 06 Aug 2026	Muscat, Oman	USD 2495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

### Introduction

This 3-day training equips managers and professionals with the tools to effectively design, implement, and maintain balanced scorecards and key performance indicators (KPIs). Participants will learn how to align organizational strategy with measurable outcomes, monitor performance, and ensure continuous improvement.

Through expert guidance and hands-on exercises, participants will gain practical skills to transform performance management frameworks into actionable tools that drive accountability and strategic success.

### Objectives

By the end of this course, participants will be able to:

- Understand the principles and components of balanced scorecards.
- Develop relevant KPIs aligned with organizational strategy.
- Link performance measures to strategic objectives and targets.
- Implement and maintain performance dashboards and reporting systems.
- Analyze performance data for continuous improvement and decision-making.

## Why Attend

- Learn best practices for balanced scorecard design and implementation.
- Enhance your organization's ability to monitor and achieve strategic goals.
- Gain hands-on experience developing KPIs and performance reports.
- Improve alignment between departments, teams, and overall strategy.
- Access templates and tools for immediate application at your workplace.

## Target Audience

This program is designed for:

- Strategy and performance management professionals.
- Managers and team leaders responsible for KPI tracking.
- Financial and business analysts.
- Project and program managers.
- HR and organizational development specialists.

## Individual Benefits

Key competencies that will be developed include:

- Strategic planning and performance alignment.
- KPI development, monitoring, and evaluation.
- Analytical skills for interpreting performance data.
- Communication and reporting of performance outcomes.
- Practical application of balanced scorecard frameworks.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved alignment of business activities with strategic objectives.
- Enhanced performance tracking and accountability across departments.
- Data-driven decision-making supported by clear KPIs.
- Stronger organizational focus on continuous improvement.
- Consistent use of performance management tools and dashboards.

## Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings - Comprehensive overview of balanced scorecards, KPIs, and performance frameworks.
- Case Studies - Real-world examples of successful scorecard implementation and KPI usage.
- Workshops - Hands-on exercises developing scorecards, KPIs, and performance reports.
- Peer Exchange - Group discussions on implementation challenges and lessons learned.
- Tools - Ready-to-use templates for balanced scorecards, KPI dashboards, and performance tracking.

## Course Outline

**Detailed 3-Day Course Outline** Training Hours: 7:30 AM – 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

### Day 1: Understanding Balanced Scorecards and KPIs

- Module 1: Introduction to Balanced Scorecards (07:30 – 09:30)
  - Principles and purpose of balanced scorecards.
  - Components: perspectives, objectives, measures, and initiatives.
  - Linking strategy to performance measurement.
- Module 2: Developing Effective KPIs (09:45 – 11:15)
  - Characteristics of meaningful KPIs.
  - Aligning KPIs with strategic goals and outcomes.
  - Common pitfalls in KPI design and how to avoid them.
- Module 3: Case Study – Successful Scorecard Implementation (11:30 – 01:00)
  - Analyzing examples from leading organizations.
- Module 4: Peer Exchange – Identifying Performance Gaps (02:00 – 03:30)
  - Sharing participant experiences and challenges.

### Day 2: Building and Maintaining Performance Frameworks

- Module 1: Scorecard and KPI Integration (07:30 – 09:30)
  - Connecting individual, team, and organizational KPIs.
  - Designing performance dashboards for visibility and alignment.
  - Using technology tools to support performance management.
- Module 2: Performance Monitoring and Reporting (09:45 – 11:15)
  - Establishing reporting cycles and governance.
  - Visualizing performance data for key stakeholders.
  - Adjusting targets and measures for continuous improvement.
- Module 3: Workshop – Developing Your Own Scorecard (11:30 – 01:00)
  - Guided exercise to create a tailored balanced scorecard.
- Module 4: Case Study – Overcoming Implementation Barriers (02:00 – 03:30)
  - Lessons learned from real-world challenges.

### Day 3: Driving Continuous Improvement

- Module 1: Performance Analysis and Action Planning (07:30 – 09:30)
  - Identifying trends, gaps, and opportunities in performance data.
  - Developing corrective actions and improvement plans.
  - Using KPIs to inform strategic reviews.
- Module 2: Engaging Teams and Leadership (09:45 – 11:15)
  - Building a performance-driven culture.
  - Communicating performance results effectively.
  - Recognizing achievements and reinforcing accountability.
- Module 3: Workshop – Finalizing and Presenting Your Scorecard (11:30 – 01:00)
  - Final presentation and peer feedback.
- Module 4: Final Review and Certification (02:00 – 03:30)
  - Course summary, participant reflections, and certificate presentation.

### Certification

Participants will receive a Certificate of Completion in Balanced Scorecards and KPI Management, validating their expertise in designing, implementing, and maintaining effective performance management systems aligned with strategic goals.

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