

Module 1

Introduction to Performance Management

- Defining Performance Management
- Performance Management Processes
- Performance Management Applications

Module 2

Business Aligned Performance Management

- The Balanced Scorecard
- Strategy Mapping
- Performance Indicators
- Measures and Metrics
- Implementing Metrics
- Metrics Application

Module 3

Performance Dashboards

- Performance Dashboard Concepts
- Using Dashboards
- Using Scorecards

Module 4

Dashboard and Scorecard Design Techniques

- Implementing Dashboards
- Dashboard Requirements
- Dashboard Design
- Dashboard Examples
- Implementing Scorecards
- Scorecard Requirements
- Scorecard Design

Module 5

The Human Side of Performance Management

- Working with Performance Indicators
- Performance Management Principles
- Performance Management Organizations

Module 6

Summary and Conclusion

- Integrated Performance Management
- Summary of Key Points
- References and Resources