Process

The Balanced Scorecard: A Tool for Achieving Breakthrough Results
The Balanced Scorecard concept, created by Kaplan and Norton in 1992, was identified as one of the most significant ideas of the past 75 years by the Harvard Business Review. It has been implemented in thousands of corporations, nonprofit organizations, and government departments worldwide. By integrating a clear performance measurement system with a robust, strategy-driven management system, the Balanced Scorecard allows an organization to implement strategy rapidly and effectively. It is a very effective tool for promoting a high degree of strategic awareness and ownership by all staff and board members of an organization. This workshop is specially designed for nonprofit leaders, adapting the best of current practice in this area to your unique context. You will learn:

- How to link strategy to execution in a way that engages everyone in the organization
- How to translate broad strategic goals into SMART operational goals
- How to develop 'scorecards' for every level of the organization, including the board
- How to monitor and communicate organizational performance feedback to everyone
- How to integrate strategic goals with employee performance management systems
- How to initiate and support the cultural shifts this will require for successful implementation

Project Management Essentials: Start your Project Off Right!
Have you become a project manager by accident? Quite often projects are assigned because of a person's 'technical' expertise, not because of their project management training or experience. This can be a recipe for disaster, but it doesn't have to be. This workshop introduces proven principles of successful project management – effectively managing teams, processes, and time to achieve the results you need. This workshop will give you a solid foundation of basic project management, along with specific practical project planning skills. From conceiving and implementing practical project plans to analyzing their impact and capturing important lessons for the future, you will learn to:

- Identify the roles of the project manager, the team, and other stakeholders
- Understand the phases of a project life cycle – initiation, planning, execution, control, closure
- Examine the concepts, principles and tools essential for success in each phase of the process
- Manage and control common barriers to project success, like scope creep
- Understand the role of key 'people skills' in achieving high performance
- Conduct After Action Reviews to capture important 'lessons learned' for future projects

Meetings That Make a Difference
How do you think most people describe the typical meeting they attend in your organization. In many organizations, you would expect comments like "What a waste of time…", "I wonder how I can get out of this week's meeting…", or "What on earth did that accomplish?" No wonder Patrick Lencioni titled his recent best-seller 'Death by Meeting.' But there IS hope! 'Meetings That Make a Difference' will teach you how to turn boring, wasteful, unproductive meetings into dynamic, engaging, productive experiences that engage people fully and produce impressive results. This highly interactive workshop will provide practical advice and easy-to-use tools and processes that will make people *want* to attend your meetings. This workshop explains:

- How to assess what is working… and what isn't… in your meetings
- How to design appropriate agendas for the four main types of meeting
- How to specify a desired outcome and ideal process for every agenda item
- How to set the stage for full participation on every topic you discuss
- How to engage participants in ways that elicit each person's best contribution
- How to capture the essence of what was discussed, decided and delegated

Currently under development…

Maximizing Personal Productivity: Make a Difference Every Day
Discover the principles that will enable you to control your inbox, master your task list, and achieve your priorities. Based on two major bestselling books: David Allen's 'Getting Things Done', and Steven Covey's 'First Things First', this unique workshop avoids the 'get more done faster' approach of most time management courses. Instead, you will learn how to focus your attention on the right things, at the right time, in the right setting, to ensure that you achieve your most important goals. And you'll learn how to do it in a way that significantly lowers your stress level and heightens your creativity.