



أكاديمية الزمالة
العربية البريطانية



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Arab British Academy Fellowship
A.B.A.F





Raise the level of professionalism

Objectives

- The role of strategic human resources in general organizational performance and the methodology of Balanced Scorecard.
- Determining the nature and importance of performance measurement systems on the development of organizations.
- Determine the purpose, mission and strategic objectives of the organization.
- Analysis and diagnosis of variables in measurement and the impact thereof.
- Define the participants with the Balanced Scorecard and its four axes.
- Train participants to use the Balanced Scorecard to manage and develop the organization's performance.
- How to fit human resources measurement modules through a Balanced Scorecard in general (financial and accounting experience is not required / necessary)
- Designing and building a card that evaluates balanced human resources performance.
- Obtain a wide range of measurement units shown on human resources for use in the business organization.
- The importance of establishing measurable quantitative performance standards, and the role of these standards in linking the vision and mission of the institution to the practical reality of this vision and mission in the tasks and activities of the executive and operational institution

Who Should Attend?

- Team leaders and supervisors
- Directors and Heads of Departments
- Executives
- Employees of the administrative sector
- Secretary and office supervisors
- Team leaders and professionals

Seminar Outline

DAY 1

- Use perspective and non-financial measurement units.
- Put human resources at the heart of the Balanced Scorecard.
- Some concepts and terms associated with the process of measurement of performance standards



- Vision, Strategic Planning, Goal, Objective
- Indicators, benchmark, benchmark effectiveness, efficiency, productivity, quality, excellence
- Inputs, Processes, Outputs, Results
- Consider the points of success and failure of human resources - use of some case studies.
- The old method of stabilizing the negative measures against the expected leadership indicators

DAY 2

- Principles governing performance measurement using a balanced scorecard
- Measuring performance using a balanced scorecard is a process rather than a result
- The concept of the card should be linked to the vision and strategic plan
- Look for the relationship between the process of measurement of performance standards and institutional culture
- Competition Company - Beyond Minimum Standards.
- Define and agree on human resources objectives that are consistent with the Balanced Scorecard system.
- Human resources in the top table - strategic planning.
- Definition and measurement of human capital.
- Change management and human resources.

DAY 3

- Identify workflows and relate them to organizational needs
- The various criteria used to measure performance and its relation to the card
- Beneficiary satisfaction, management of human, material and technological financial resources
- Community service - Employee satisfaction and motivation
- Knowledge Management - Transparency
- Institutional Culture - Continuous Learning
- continuous improvement
- Simplification of Processes and Process Redesign (Administrative Engineering)
- Methods of praise and performance measures.
- Competitive tires and how to measure their impact.
- Manage human resources through different websites and functions.
- Obtain the necessary data from the administration

DAY 4

- Twelve steps to design and use a balanced scorecard
- Measurements of the performance criteria reflected by the balanced scorecard: efficiency, efficiency, productivity, quality, and excellence
- Employment - Measurement Units for Measuring Effective Employment.
- Transition skills and training.
- knowledge management.



- Satisfy employee and keep him.
- Measuring the level of employee satisfaction - Units of measurement of absence and disease.
- Units of legal, contractual and compliance measurement.
- Building / Business Performance Assessment Card for Human Resources.
- Identify and identify the appropriate metrics for your organization.
- Benefits of measuring performance standards using the Balanced Scorecard mechanism:
- Comparison of actual performance with objectives and benchmarks, identification of strengths, aspects of improvement and development, and taking necessary actions and decisions
- Improve the quality of services provided to clients
- Help prepare and review the budget so that it becomes a balancing act
- Facilitate the implementation of the strategic plan of the Foundation and its subprogrammes
- Contribute to the rationalization of expenditures and increased revenues
- Developing operations and services according to the principle of continuous improvement
- Educating employees about the importance of this new culture
- To achieve a more accurate degree of differentiation of the factor compared to the best applications close or similar to the activity of the institution methods of training methods
- Brainstorming and thinking strategically
- Preparing standards and performance measurement indicators
- Clarify the impact of active human resources

DAY 5

- The basic elements for measuring balanced and typical performance at Kaplan and Norton.
- Balanced Scorecard (Financial Vision - Customers - Innovation & Development - Operations)
- Linking the concept of balanced performance measurement with vision and strategic plan.
- Human resources management and its relationship to the balanced performance plan
- Exercises and practical situations in balanced performance cards



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