Academy of Certified Human Resource Professionals,
Regus Suites, I&M Tower, 15th Floor, Kenyatta Avenue,
P. O. Box 18582 - 00100, Nairobi, Kenya.
+254 700 722 522 | +254 722 300 245
admin@achrp.org | https://achrp.org

IHRM: C00259 NITA: NITA/TRN/1234

BALANCED SCORECARD & KPI COACHING TRAINING

Date	Time	Duration	Venue	CPD	Cost (EXcl. VAT)
3rd Oct, 2026	8:30 AM-11:30 AM	3 Hour(s)	Zoom, Online	1	1,500.00

Course Overview

To coach effectively, a leader must see the "big picture" of performance beyond just financial or operational output. This session focuses on the Balanced Scorecard as a diagnostic framework for holistic coaching. Participants will learn to coach across four critical perspectives: financial, customer, internal processes, and learning/growth. By integrating these perspectives into departmental planning, coaches can help their teams understand the "why" behind their KPIs, leading to more meaningful engagement and a more resilient, balanced approach to achieving results.

Course Objectives

By the end of this program, participants will be able to;

- Understand Balanced Scorecard perspectives
- Develop KPIs that align with scorecard measures
- Coach employees using scorecard insights
- Integrate scorecards into departmental planning

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- HR Professionals and Legal Advisors
- Labor Relations Officers and Compliance Leads
- Employee Relations Specialists
- Policy Makers and Organizational Leaders
- Union Liaisons and Industrial Relations Practitioners
- HR Professionals

Zoom Credentials

Webinar Link	Meeting ID	Password
https://us02web.zoom.us/j/89290051211?pwd=GNlXG6YzayaZMSF5bIAYI41Po1HTb6.1	89290051211	456073

CHRP. Den PN Gathitu
Secretary General
Academy of Certified Human Resource Professionals