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BALANCED SCORECARD & KPI COACHING TRAINING

Date	Time	Duration	Venue	CPD	Cost (EXcl. VAT)
2nd Nov, 2026	2:00 PM-5:00 PM	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

Video Link(s)

Module Title	Video Link
Balanced Scorecard & KPI Coaching	https://www.youtube.com/watch?v=BTrzwy-YHq4

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