

STRATEGIC PERFORMANCE AND HOW TO BUILD STRATEGIC AND OPERATIONAL INDICATORS



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TRAINING CENTER



Introduction

Strategic Performance and How to Build Strategic and Operational Indicators Training Course prepares professionals to measure what matters and use that measurement to improve decisions. Participants learn how to set strategic objectives, translate them into indicators, and build the operational measures that show whether delivery is on track. The program combines performance frameworks with hands-on indicator design, data collection, and dashboard building. As a result, learners gain a complete method for turning strategy into numbers people trust. Furthermore, the course strengthens data quality, performance dialogue, and accountability across levels.

Strategic Performance and How to Build Strategic and Operational Indicators Course Objectives

- Distinguish strategic, tactical, and operational performance levels.
- Apply the Balanced Scorecard perspectives and strategy mapping.
- Cascade strategy using objectives and key results (OKRs).
- Design SMART indicators with baselines, targets, and units of measure.
- Differentiate leading and lagging indicators and their uses.
- Build strategic KPIs and key risk indicators (KRIs) with risk registers.
- Define data sources, collection methods, and measurement frequency.
- Apply data quality assurance, validation, and disaggregation practices.
- Construct performance dashboards and scorecards for management reporting.
- Run performance review meetings and course-correction decisions.

Course Methodology

- Interactive sessions built on real performance measurement cases.

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- Workshops on indicator design, criteria testing, and target setting.
- Group work on strategy maps, KPI sets, and data collection plans.
- Hands-on practice with dashboard design and data quality checks.
- Simulation of performance review meetings and corrective action.
- Facilitator feedback and peer review on indicator frameworks.

Who Should Take This Course

- Performance management and strategy professionals.
- Department heads and managers accountable for results.
- Monitoring and evaluation (M&E) officers and analysts.
- Planning, budgeting, and business partnering staff.
- PMO staff and performance analysts.
- Consultants supporting performance framework design.

Strategic Performance and How to Build Strategic and Operational Indicators Course Outlines

Day 1: Strategic Performance Foundations

- What strategic performance means and how it differs from activity reporting.
- Levels of performance: strategic, tactical, and operational.
- The Balanced Scorecard: financial, customer, process, and learning perspectives.
- Strategy mapping and cause-effect logic.
- Objectives and key results (OKRs) as a delivery mechanism.
- Accountability, ownership, and performance governance.
- Case study: a performance system that changed decisions.





Day 2: Designing Strategic Indicators

- From objectives to indicators: the translation logic.
- SMART criteria and indicator quality tests.
- Baselines, targets, and target-setting methods.
- Strategic KPIs and key risk indicators (KRIs).
- Leading versus lagging indicators and their pairing.
- Risk registers linked to performance indicators.
- Workshop: designing a strategic indicator set.

Day 3: Designing Operational Indicators

- Operational metrics: productivity, quality, cycle time, and cost.
- Process indicators and service level measures.
- Efficiency versus effectiveness indicators.
- Input, output, and outcome measures at operational level.
- Balanced indicator sets to prevent gaming and distortion.
- Performance agreements and unit-level scorecards.
- Exercise: building an operational indicator framework.

Day 4: Data, Measurement Systems, and Quality

- Data sources, collection methods, and frequency.
- Data quality assurance, validation, and verification.
- Disaggregation by segment, region, and demographic.
- Measurement systems, MIS, and automation.
- Avoiding metric manipulation and gaming behaviour.

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- Data protection and ethical use of performance data.
- Simulation: auditing a performance dataset for quality.

Day 5: Dashboards, Review, and Performance Culture

- Dashboard design principles and visual reporting.
- Scorecards, heatmaps, and trend analysis.
- Reporting cadence and performance dialogue.
- Performance review meetings and course correction.
- Linking performance to recognition and improvement.
- Building a performance culture and measurement discipline.
- Capstone: presenting a complete strategic and operational indicator framework.

Conclusion

By successfully completing Strategic Performance and How to Build Strategic and Operational Indicators, participants will gain a practical command of indicator design, measurement systems, and performance review. They will acquire skills in strategic and operational KPI development, data quality assurance, dashboard construction, and performance dialogue. Gentex Training Center designs the program to help professionals measure performance credibly and improve it with evidence.

FAQs





Q1 What is the "Strategic Performance and How to Build Strategic and Operational Indicators" course about?

It covers how to measure strategic and operational performance with indicators people trust. The course spans performance frameworks, strategic and operational indicator design, baselines and targets, data collection and quality assurance, dashboards, and performance review practice.

Q2 What are the key benefits of the "Strategic Performance and How to Build Strategic and Operational Indicators" course?

You gain a complete method for turning strategy into reliable numbers. The course improves indicator quality, strengthens data credibility, reduces gaming and distorted reporting, sharpens management reviews, and gives leaders evidence to act on rather than opinion.

Q3 What skills will I gain from the "Strategic Performance and How to Build Strategic and Operational Indicators" course?

You will develop four core skills: strategic performance framework design, strategic and operational indicator development, data collection with quality assurance, and dashboard reporting with performance review facilitation.



Q4 What tools, methods, or standards are covered in the "Strategic Performance and How to Build Strategic and Operational Indicators" course?

The course covers the Balanced Scorecard, strategy mapping, OKRs, the SMART criteria for indicators, baselines and target setting, leading and lagging indicator pairing, strategic KPIs and key risk indicators (KRIs), risk registers, operational metrics such as cycle time and productivity, data quality assurance and verification, disaggregation practice, dashboard and scorecard design, heatmaps, and trend analysis.

Q5 How is the "Strategic Performance and How to Build Strategic and Operational Indicators" course applied in real-world practice?

Participants apply it to real work such as building a corporate KPI set, designing operational indicators for a service unit, auditing a performance dataset, and running a quarterly performance review. The same methods support performance agreements and annual reporting cycles.