COURSE SYLLABUS

Managing for Results Course

Learn to drive measurable performance improvements and accountability using strategies like balanced scorecards and performance frameworks.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/managing-for-results



CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Leading for Results

- Learn the differences between managing and leading
- Explore how to acquire leadership skills through training and experience
- Develop and define a compelling leadership vision
- Understand how to identify and measure key performance indicators (KPIs)
- Create visual tools like dashboards and balanced scorecards

Module 2: Strategic Deployment

- Define strategy and its importance in organizational performance
- Understand the four key elements of a strategic plan
- Learn and apply the five-step strategic planning process
- Create and evaluate strategic-initiative action plans
- Establish accountability and evaluate/reward performance

Module 3: Business Process Improvement

- Understand what business processes are and how they function
- Learn the six phases of business process improvement (BPI)
- Plan and analyze current processes to identify inefficiencies
- Redesign, implement, and monitor improved processes
- Promote a culture of continuous improvement across teams