



LEADERSHIP BALANCED SCORECARD:

How To Build Confidence

Have you ever thought of taking the initiative to draft regular update notes for your manager, demonstrating your ability to meaningful analyse your performance? Here are some suggestions to get you started, but think up other headings if you feel they are more relevant. The emphasis of this note should be on analysing and interpreting performance at a strategic level rather than recording and reporting operational detail. It is more about issues like:

- where are we/how well have we done?
- where to next/how will we get there?

This type of note can also provide a valuable platform for dialogue between you and your manager, and enable everyone to 'stay in the loop' in terms of what progress is being made.

1. Business Benchmarks

1.1. Progress Analysis

- how pleased are you with current results?

1.2. Future Trends and Expectations

- how confident are you in meeting future expectations?

2. Product Group Strategies

2.1. Direction

- What is your thinking about the direction of different product groups?

3. Team Management

3.1. Performance Management

- What is your current rating (A,B,C) of your team?

3.2. Team Development

- What are your plans to close gaps?
- What progress is being made?

- 3.3. **Hiring/Recruitment**
 - What are your plans to hire new talent?
- 3.4. **Headcount/Structure**
 - What are your plans about future staff numbers?
- 4. **Cost Management**
 - How are you doing against budget?
 - What opportunities exist for increased efficiencies?
- 5. **Operational Efficiency**
 - 5.1. **Process**
 - What process issues are being reviewed or improved?
- 6. **Competitor Analysis**
 - What trends or different business models have been reviewed?
 - What has been learned?
- 7. **Business Partnerships**
 - 7.1. **Review**
 - What meetings have taken place?
 - What feedback has been received?
 - What has gone well in terms of influence and impact?
 - How is your style developing?
 - 7.2. **Future Issues**
 - What ideas are you seeking to promote?
 - What issues are you seeking to influence?
 - How are you planning to involve others and seek their co-operation?