

Critical support for benefit managers -

The Managers' Balanced Scorecard - for **greater productivity, improving staff morale and first class customer service**"

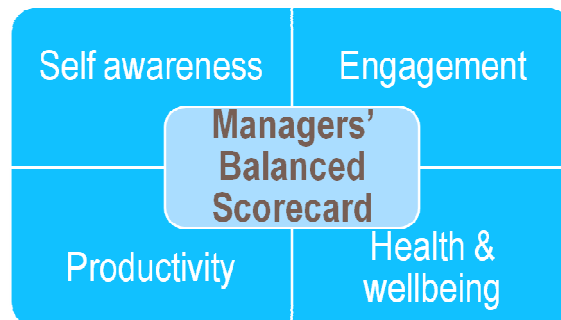
Learn how to tackle issues such as:

1. Increasing benefit caseloads due to the recession
2. Reduced direct Administration Subsidy from the Government
3. Internal budgetary pressures to make efficiency savings
4. The pending potential reforms of Housing Benefit
5. The need to consider joint working/sharing services
6. Dealing with the change management and stress of all the above

Traditionally, organisations use the balance scorecard to track performance across interrelated measures such as financial & customer performance, internal processes, Organisational learning and growth.

But how do your people fit into this? How do you ensure that they are managed in a rounded and balanced way? What elements do you need to be aware of and continue to proactively manage and drive performance across each of these measures?

Are you in control of the Managers' Balanced Scorecard – the elements of you and your team that directly impact the success of the organisation - productivity, self-awareness, engagement, health and wellbeing?:



Is there a practical way in becoming a more informed and a natural in managing the whole person for a happier, healthier more productive team?

Take 30 minutes from your day at the IRRV Benefits conference - join Mark Davies, from the award-winning wellbeing consultancy, The Holistic Company, for a short sharp and highly informative clinic that will provide you with practical advice and guidance on implementing a "Managers' Balance Scorecard" approach in your team.

You will leave the session with helpful techniques that you can start to apply to your management style immediately.