

Dramatically Enhancing Your Board Reporting Masterclass

In this Masterclass, we will offer you some powerful insights into how Boards, executives and CEOs can dramatically transform and streamline their reporting to the Board.

In addition to this, the content of Board Reports will be scrutinised to ensure it is meaningful and relevant for the information needs of Board Directors and Chairs.

In particular, we will discuss tips and techniques in the Masterclass that will give you examples that you can implement immediately to help achieve the following outcomes:

- How to shorten your Board Agenda packs dramatically, and at the same time, make them more relevant
- How to eliminate micromanagement during Board meetings
- Some of our 10 techniques for your Board Agenda that will enhance the focus of the Board Directors on strategic and governance matters
- How can we actually develop meaningful measures that adequately track performance of health and human service activities?
- Developing Dashboard Reports to summarise reporting on performance and activity, while ensuring under-performing areas are highlighted for review by Directors
- Using the Net Promoter Score to see how your clients and customers really rate your performance
- Developing 'Leading Indicators' (rather than relying on lagging indicators). Leading Indicators will give Boards and Executives information that better reflects current and future performance, not just past performance

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ENQUIRIES TO

Robert Angelone

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EVENT DATES

CITY	DATE	VENUE	
Melbourne:	Thursday, 24 May	Russell Kennedy Lawyers, Level 12, 469 Latrobe Street, Melbourne VIC 3000	REGISTER
Sydney:	Monday, 28 May	Holman Webb Lawyers, Level 17, Angel Place 123 Pitt Street, Sydney NSW 2000	REGISTER
Brisbane:	Friday, 01 June	Common Ground Queensland, 15 Hope St, South Brisbane QLD 4101	REGISTER
Adelaide:	Monday, 4 June	Golf South Australia, Strangways Terrace, North Adelaide SA 5006	REGISTER
Perth:	Friday, 8 June	TBA	REGISTER

PROGRAM OUTLINE

9:15 am Registration	
9:30 – 9:50 am	Welcome, Introductions and Chatham House Rules
Brief Description:	–Acknowledgement of traditional owners of the land –Introduce yourself, your organisation, your role and most importantly, the vision for your organisation –Discussion and agreement to Chatham House Rules
9:50 – 10:45 am	Standards for world's Best Practice on Board Reporting
Brief Description:	–Structured brainstorming exercise on what constitutes excellence in Board reporting utilising Speedthinking framework of Dr Ken Hudson (www.drkenhudson.com) –Examples of 'Best Practice standards for Board reporting, including Australian and international examples
10:45 – 11:00 am Morning tea	
11:00 – 11:45 am	Avoiding Micromanagement
Brief Description:	–Avoiding micromanagement by the Board –Avoiding micromanagement by the senior executives –Structuring your agenda to sharpen the strategic focus of the Board –Sample of a strategically focussed Board Agenda
11:45 – 12:15 am	Enhancing Financial Reports
Brief Description:	–Placement of notes on reasons for variation –Use of prompts for items for discussion around the strategic implications and issues –Use of key ratios and developing a plan for stepped triggers for action
12:15 – 12:45 am	Enhancing Risk Reporting to the Board
	–Judicious use of Board and Staff Subcommittees –Table of delegations relating to Risk, including how many risks should the Board oversee –Turning risks into opportunities, measuring the value of potential opportunities –Promoting Board discussion on strategic implications and issues –Sample Board level report: Strategically Focussed Risk Summary
12:45 am – 1:30 pm Lunch	

1:30 – 2:30 pm	Developing Meaningful Measures for Operational Performance
Brief Description:	–Is everything measurable? –Measures that are meaningful, including a case example of what not to do –Participants to explore their own service types, and what may be meaningful to enhance Board understanding of operations –Measures to serve multiple users and stakeholders, eg Board, Board Subcommittees, Executives, senior and other managers, front line staff, funding partners –Looking Forward with Leading Indicators. Compare this to Lagging Indicators which tell us about the past. Discussions will include a few case examples, and discussion around use in the organisations of participants
2:30 - 3:15 pm	Net Promoter Score
Brief Description:	–What is it? –Potential uses for Net Promoter Score in human services to measure Customer Experience –Discussion around potential uses in the organisations of participants
3:15 – 3:30 pm Break	
3:30 – 4:15 pm	Building Meaningful Dashboard Reports
Brief Description:	–Distilling operational detail into meaningful reports for Board Directors (and others) –Use of graphics such as traffic lights, colours, arrows, representing data trends –Succinct staff commentaries –Use of conditional formatting –Board discussion of strategic implications and issues arising from Dashboard Reports
4:15 – 4:30 pm	What next: Bringing this masterclass to life in your organisation
Brief Description:	–What are the next likely steps after this masterclass –Briefing your Board, your executive team and other stakeholders –Participants to share key learnings from the day and where they will enhance their Board reporting –Questions, with answers from the facilitator/s and the masterclass participants
4:30 pm Session Close (Opportunity for 30 mins for one-on-one and confidential discussions with facilitators)	

PRESENTER

Brendan Walsh



Experience

For more than three decades, Brendan has been a passionate and inspired contributor to nonprofits in Australia. His substantial experience includes roles as Senior Executive, CEO, Director and Board Chair of a number of highly successful and strategically focused organisations. He has worked in community and social enterprises, as well State and Local Governments. He has also spent close to a decade in private sector consulting roles in nonprofit and healthcare strategy, and including ICT.

Brendan has a passion for transforming organisations to better support the people and communities they serve. He also has interest and experience in helping organisations to identify and seize opportunities for alliances, partnerships and when appropriate, mergers. He has direct experience in mergers that led to the creation of a national alliance of disability support providers. The alliance and members now deliver supports of close to \$1b AUD, Australia wide. Another merger involved the creation of a national professional organisation with over 11,000 members. Another merger involved supporting a small organisation in a remote area employing just one staff member!

Qualifications

- MBA Melbourne Business School of the University of Melbourne
- Dip Corp Governance, Australian Institute of Company Directors
- Exec Cert, Nonprofit Governance, Harvard Business School, Boston USA
- Exec Cert, Merger and Acquisition Strategy, Melbourne Business School of the University of Melbourne

Professional Memberships

- Fellow (and Graduate) - Australian Institute of Company Directors
- Associate Fellow, Australian College of Health Services Management
- Member, (and Founding and Current Director) National Disability Practitioners
- Mentor, MBA Program, (Honorary Position), Melbourne Business School of the University of Melbourne

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