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Return on Investment (ROI) Basics Patricia Pulliam Phillips,2023-06-20 Return on Investment ROI Basics provides a baseline exploration of ROI for both novice and experienced WLP practitioners Additionally it includes a review of two essential often overlooked steps in the ROI process communicating results and integrating ROI into an organizations learning programs **Managing Employee Retention** Jack J. Phillips,Adele O. Connell,2004-02-18 During the past decade employee turnover has become a very serious problem for organizations Managing retention and keeping the turnover rate below target and industry norms is one of the most challenging issues facing business All indications point toward the issue compounding in the future and even as economic times change turnover will continue to be an important issue for most job groups Yet despite these facts employee turnover continues to be the most unappreciated and undervalued issue facing business leaders There are a variety of reasons for this for example the true cost of employee turnover is often underestimated The causes of turnover are not adequately identified and solutions are often not matched with the causes so they fail Preventive measures are either not in place or do not target the issues properly and therefore have little or no effect and a method for measuring progress and identifying a monetary value ROI on retention does not exist in most organizations Managing Employee Retention is a practical guide for managers to retain their talented employees It shows how to manage and monitor turnover and how to develop the ROI of keeping your talent using innovative retention programs The book presents a logical process of managing retention from identifying turnover costs and causes designing solutions that match the causes of turnover developing tools for tracking turnover and placing alerts when action is needed and measuring the ROI of retention programs **ROI Basics, 2nd Edition** Patricia Pulliam Phillips,Jack J. Phillips,2019-10-29 Your essential guide to calculating return on investment Build and refine your measurement and evaluation skills through ROI Basics perfect for beginners challenged to implement a comprehensive evaluation process as well as those taking a proactive approach to accountability Its five level evaluation framework includes Level 1 Reaction and Planned Action Level 2 Learning Level 3 Application and Implementation Level 4 Impact Level 5 Return on Investment ROI Basics provides a baseline exploration of ROI for the talent development function and the steps to successful evaluation evaluation planning data collection data analysis and results optimization In this second edition experts Patti and Jack Phillips go deeper into aligning programs to the business detecting payoff needs and identifying specific business measures that need to improve They explore how the process applies beyond training to talent development and suggest how new technologies can influence ROI adoption and implementation in your organization This updated book offers a review of two essential and often overlooked steps in the ROI process isolating program impact and sustaining momentum **Data Conversion** Patricia Pulliam Phillips,Holly Burkett,2016-05-12 This book tackles the third major challenge and the second most difficult step in the ROI methodology converting data to monetary values When a particular project or program is connected to a business measure

the next logical question is what is the monetary value of that impact For ROI analysis it is at this critical point where the monetary benefits are developed to compare to the costs of the program to calculate the ROI Includes the importance of converting data to monetary value preliminary issues standard values the standard values where to find them using internal experts using external databases linking with other measures using estimates when to abandon conversion efforts and leave data as intangible analyzing the intangibles and reporting the intangibles **Implementing On-the-Job Learning (In Action Case Study Series)** Jack J. Phillips,2023-05-26 Do You Want to Make Better Use of Your Organizational Resources and Create More Relevant More Effective Training The emergence of the knowledge economy has brought new challenges to most organizations To succeed organizations have to respond quickly to this continuum of change Off the job training requires a sizeable investment in organizational resources with sometimes questionable outcomes This book Implementing On the Job Learning will illustrate how other companies have used and implemented a particular approach to facilitating employee learning in organizations structured on the job learning Structured on the job learning programs have the potential to make better use of your organization s resources and create training that is more relevant and effective This casebook should interest anyone involved in human resource development especially those who make decisions regarding the design and delivery of training programs The primary audience is practitioners who want to implement on the job training programs but have been frustrated in their attempts to find solid real life examples Instructors students in university and seminar settings and researchers will also find this book to be a useful reference Another audience is organization managers who want to make sure that trainers are adequately informed about potential training options No matter how you plan to use this book you will find it a valuable tool as you decide how to best meet the training development and performance goals of your organization ASTD is proud to present the 27th book in the IN ACTION Series offering 13 case studies from a variety of organizations The case study authors are diligently pursuing accountability in their areas of expertise Through their writing they share experiences at the forefront of applying leading edge principles of on the job learning **Data Collection** Patricia Pulliam Phillips,Cathy A. Stawarski,2016-05-12 Data Collection Data Collection is the second of six books in the Measurement and Evaluation Series from Pfeiffer The proven ROI Methodology developed by the ROI Institute provides a practical system for evaluation planning data collection data analysis and reporting All six books in the series offer the latest tools most current research and practical advice for measuring ROI in a variety of settings Data Collection offers an effective process for collecting data that is essential to the implementation of the ROI Methodology The authors outline the techniques processes and critical issues involved in successful data collection The book examines the various methods of data collection including questionnaires interviews focus groups observation action plans performance contracts and monitoring records Written for evaluators facilitators analysts designers coordinators and managers Data Collection is a valuable guide for collecting data that are adequate in quantity and quality to produce a complete and credible analysis The ROI Fieldbook

Patricia Pulliam Phillips,2007 Accompanying CD ROM contains dozens of tools instruments and templates and a thorough case study which is aligned with each fieldbook chapter to present how the ROI process and guiding principles are applied and interactive material such as Are you ready for ROI A self assessment test Other material includes templates for data collection ROI analysis plan action plan and a cost summary sheet Page 4 of cover **ROI Fundamentals** Patricia Pulliam Phillips,Jack J. Phillips,2008-02-08 ROI Fundamentals ROI Fundamentals is the first of six books in the Measurement and Evaluation Series from Pfeiffer The proven ROI Methodology developed by the ROI Institute provides a practical system for evaluation planning data collection data analysis and reporting All six books in the series offer the latest tools most current research and practical advice for measuring ROI in a variety of settings ROI Fundamentals outlines the basic ROI Methodology and shows why measuring return on investment is such a valuable process The book highlights the benefits of implementing an effective ROI model and also reveals the challenges organizations face when incorporating the ROI Methodology Using real world examples from international companies the authors explore the types of organizations that are best suited for the ROI Methodology and suggest the optimal time to implement it The book also offers step by step information for planning an effective ROI evaluation **ROI at Work** Jack J. Phillips,2005-07-01 Interest in measuring the return on investment ROI of performance improvement interventions has grown exponentially since the 1994 publication of ASTD s In Action Measuring Return on Investment Volume 1 The success of that book prompted the release of two more ROI in Action volumes in 1997 and 2001 which greatly contributed to a growing body of knowledge on the subject ROI at Work builds on the foundation of those well received volumes and introduces even more examples of ROI application in the government sector as well as a variety of industries including the telecommunications financial services technology and automotive industries Training human resources development HRD human resources and performance improvement professionals will learn valuable lessons from these detailed real world case studies as they work to contribute to the strategic goals of their organizations College instructors and students also will find value in this book as a supplement to standard HRD textbooks Researchers and consultants will find that this book provides solid evidence of the validity of ROI measurement and evaluation practices **The Value of Learning** Jack J. Phillips,Patricia Pulliam Phillips,2007-08-20 The Value of Learning is a hands on guide for the implementation of learning and development programs that can be applied across all types of programs ranging from leadership development to basic skills training for new employees In this book Patti Phillips and Jack J Phillips offer a proven approach to measurement and evaluation for learning and development that can be replicated throughout an organization enable comparisons of results from one program to another and ultimately improve ROI **The Next Generation of Corporate Universities** Mark Allen,2007-04-10 The objective of this book is to provide innovative approaches for developing people and expanding organizational capabilities If you also have this objective this book is for you because each chapter is written by a qualified author to provide the information you need Donald L

Kirkpatrick Ph D professor emeritus University of Wisconsin and author Evaluating Training Programs The Four Levels

Show Me the Money (Volume 2 of 2) (Easyread Super Large 18pt Edition) , **Show Me the Money** Jack J Phillips Ph D,2009-03-30 In recent years we have witnessed change in organizational accountability especially toward investment in people programs projects and processes Project sponsors and those who have responsibility for project success have always been concerned about the value of their initiatives Today this concern translates into financial impactthe actua

Understanding the Basics of Return on Investment in Training Patricia Pulliam Phillips,2002 Measuring return on investment in training is now a big issue The author of Understanding the Basics of Return on Investment in Training helps trainers and senior resource staff understand how to assess both the tangible and intangible benefits of their training programmes Worked examples show how all aspects of training effectiveness can be assessed Return on Investment in Training and Performance Improvement Programs Patricia Pulliam Phillips,Jack J. Phillips,Klaas Toes,2024-05-01 The third edition of this bestselling book guides you through a proven results based approach to calculating the return on investment in training and performance improvement programs The ROI Methodology described in the book has evolved into the most used evaluation system in the world Patricia Pulliam Phillips Jack J Phillips and Klaas Toes present the ROI Methodology a user friendly approach to showing and proving the value of programs projects and initiatives Based on over 40 years of development and refinement it is a process that meets the demands currently facing training and performance improvement functions This third edition includes chapters thoroughly detailing the application of the ROI Methodology and new and innovative developments The book provides examples case studies and worksheets and solutions to implementation issues A case study spans the book and takes the reader through each part of the ROI Methodology Readers can work through the case step by step exploring the issues uncovered in the chapter and learn how to apply the process in their own organizations This book continues to be a primary reference for learning how to utilize ROI to show the contribution of training education learning systems performance improvement human resources and change initiatives throughout organizations Proven to work as a guide for practitioners managers and leaders the book is also ideal for students of learning and development and performance improvement at graduate and postgraduate levels and individuals involved in executive and professional development programs A complimentary 500 page book with 25 detailed case studies is available to book purchasers See the offer on page 384 at the back of the book *Building A Successful Consulting Practice (In Action Case Study Series)* Patricia Pulliam Phillips,2023-05-26 Consulting is one of the fastest growing occupational groups in business today For many talented individuals around the world starting a consulting practice offers great opportunity for income growth and job satisfaction Yet consulting does have its unique set of challenges including lack of professional respect from potential clients and a high business failure rate This book Building a Successful Consulting Practice will be helpful to anyone starting down this exciting and challenging road It presents 12 case studies that analyze the success of consulting organizations This book focuses

particularly on small consulting practices and specifically on those consulting practices closely related to the field of human resource development You will find value in this book no matter where you are in the process of starting or running a consulting practice No matter how you plan to use this book the impressive group of contributors represented in this collection of case studies will be invaluable as you work to achieve your own level of success in the consulting business

Return on Investment in Training and Performance Improvement Programs Jack J. Phillips,2012-06-25 The second edition of this bestselling book Return on Investment in Training and Performance Improvement Programs guides you through a proven results based approach to calculating the Return on Investment in training and performance improvement programs Jack Phillips has composed user friendly ROI calculations plus ten post program data collection methods ten strategies for determining the amount of improvement that is directly linked to training programs ten techniques for converting both hard and soft data to monetary values Return on Investment in Training and Performance Improvement Programs Second Edition continues as a primary reference for learning how to utilize ROI to show the contribution of training education learning systems performance improvement and change initiatives throughout organizations The book also details implementation issues provides worksheets and pinpoints non monetary program benefits A case study takes the reader through the ROI process step by step *Information Technologies in Human Resource Development* ,2002 ASAS PENTING ROI Patricia Pulliam,2014 **Show Me the Money (Volume 2 of 2) (Easyread Super Large 24pt Edition)** ,

The Enigmatic Realm of **Managing Evaluation Shortcuts Infoline Astd**: Unleashing the Language is Inner Magic

In a fast-paced digital era where connections and knowledge intertwine, the enigmatic realm of language reveals its inherent magic. Its capacity to stir emotions, ignite contemplation, and catalyze profound transformations is nothing short of extraordinary. Within the captivating pages of **Managing Evaluation Shortcuts Infoline Astd** a literary masterpiece penned by way of a renowned author, readers set about a transformative journey, unlocking the secrets and untapped potential embedded within each word. In this evaluation, we shall explore the book is core themes, assess its distinct writing style, and delve into its lasting impact on the hearts and minds of those who partake in its reading experience.

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