



Return on Investment in Training and Performance Improvement Programs (Improving Human Performance)

Jack J. Phillips

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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.

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