Handbook of Training Evaluation and Measurement Methods

Jack J. Phillips, Patricia Pulliam Phillips

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Today's economic climate means that anyone involved in training and development must be able to measure its effect on business performance. With a focus on costs, benefits and return on investment, this book constitutes an invaluable guide to the evaluation and measurement of training and human resource development programs.

This practical text provides step by step details on:

- Developing a results-based approach to HRD
- Evaluation design
- Data collection
- Calculating program costs and ROI
- Increasing management support for HRD programs

This new edition is fully revised and updated to reflect current developments in evaluation, with 50% new material and a range of international case studies. An accompanying Instructor Guide contains template documents and additional case studies for course leaders.

The *Handbook of Training Evaluation and Measurement Methods* is a complete and detailed reference guide suitable for HRD professionals and students on advanced courses in HRD, training evaluation and program evaluation.

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