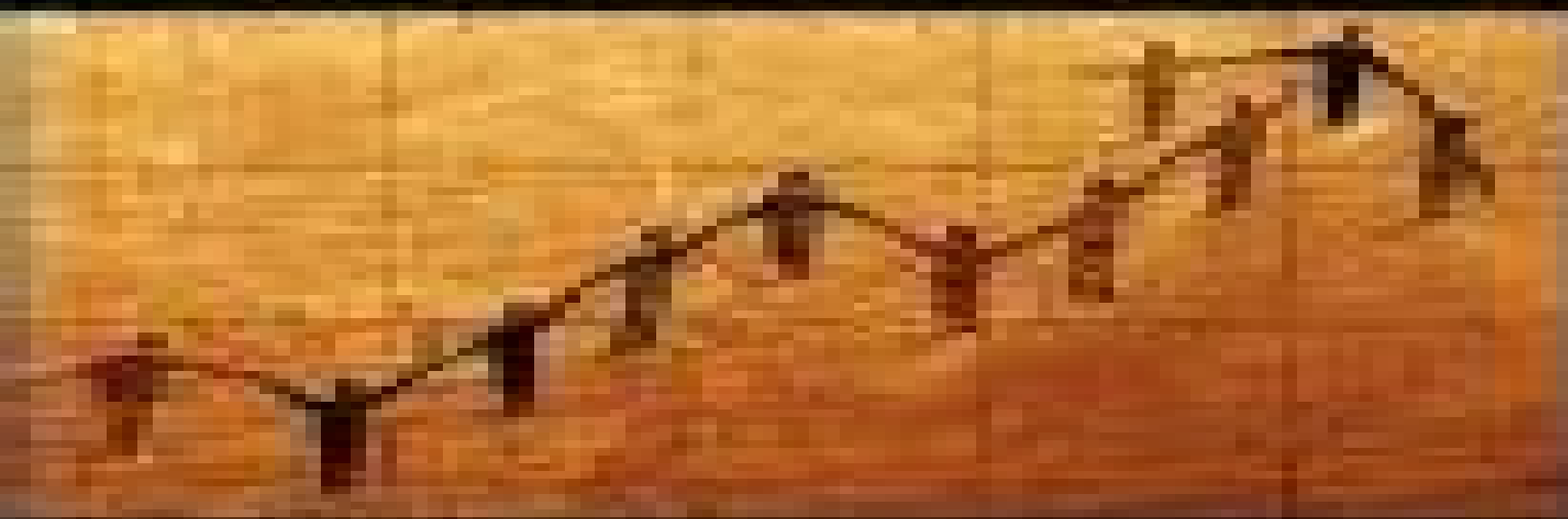


BOTTOM-LINE ORGANIZATION DEVELOPMENT

Implementing and Sustaining
Strategic Change For Lasting Value



Michael C. Anderson, Ph.D.

Bottom Line Organization Development Improving Human Performance

DJ Losen



Bottom Line Organization Development Improving Human Performance:

Bottom-Line Organization Development Merrill Anderson, 2004-02-18 Organization development practitioners have for over half a century engaged with organizations to help them grow and thrive The artful application of Organization Development OD has helped business leaders articulate vision rethink business processes create more fluid organization structures and better utilize people s talents While business leaders and OD practitioners intuitively believe that OD provides valuable results rigorous measurement of the value delivered has long eluded many OD practitioners Bottom Line Organization Development provides powerful tools to capture and measure the financial return on investment ROI of OD projects to the business Given the increasing competition for budget and resources within organizations and the requirements of demonstrating tangible results the need for such OD measurement tools is very high But in addition to proving the value of OD projects integrating evaluation into the change management process itself can actually increase the value of the change initiative because it opens up new ways of capturing and increasing the value of change initiatives In other words there is an ROI to ROI Merrill Anderson calls this new way of approaching OD strategic change valuation The book explains the five steps in the OD value process diagnosis design deployment evaluation and reflection In addition three case studies take readers through the process of applying bottom line OD to three types of popular strategic change initiatives executive coaching organization capability and knowledge management Readers will gain a holistic perspective of how to make the seemingly intangible benefits of these initiatives tangible

Bottom-Line Call Center Management

David L. Butler, 2007-06-01 Bottom Line Call Center Management breaks new ground by addressing key skills and techniques in assessing and implementing effective management practices to maximize the human and capital resources at the call center manager s disposal Drawing on the author s unique data sets and years of research experience in the industry Bottom Line Call Center Management helps call center managers evaluate their current status implement cost effective changes and measure results of their changes to ensure a culture of accountability within the call center at all levels increasing the bottom line The processes include an evaluation of current customer service representatives defining delimiting and assessing the labor shed of the center and exploring the customer service representative s unique skills and leveraging those skills into a unique and dynamic work environment Likewise the process also determines the learning skills and competencies necessary to meet and exceed the basic requirements for all call centers Furthermore each step has a pre in process and post evaluation to ensure projects are progressing according to plan Lastly all evaluations are measured against the bottom line through a return on investment ROI model The framework for this book uses the culture of call centers defined and lived through the customer service representatives as the lens to view all processes measurements accountability and return on investment This framework is critical since there has been much emphasis on technology as a solution which treats the employees as a hindrance instead of the enablers of positive change Likewise customer service

representatives eventually act as strong determinants of success with the call center and thus the bottom line **Linking**

Learning and Performance Toni Hodges, 2012-07-26 This book provides a step by step approach for developing learning and performance measures and a method for analyzing and reporting results The easy to use format serves as a quick reference featuring the necessary checklists to evaluate the situation and tools for immediate application in a number of organizational settings sales leadership and technical It will prove an invaluable resource for anyone involved in training HRD human resource measurement and evaluation and performance improvement **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 **Handbook of Improving**

Performance in the Workplace, Measurement and Evaluation James L. Moseley, Joan C. Dessinger, 2009-12-09 HANDBOOK of IMPROVING PERFORMANCE IN THE WORKPLACE Volume 3 Measurement and Evaluation Volume Three of the Handbook of Improving Performance in the Workplace focuses on Measurement and Evaluation and represents an invaluable addition to the literature that supports the field and practice of Instructional Systems Design With contributions from leading national scholars and practitioners this volume is filled with information on time tested theories leading edge research developments and applications and provides a comprehensive review of the most pertinent information available on critical topics including Measuring and Evaluating Learning and Performance Designing Evaluation Qualitative and Quantitative Performance Measurements Evidence based Performance Measurements Analyzing Data Planning Performance Measurement and Evaluation Strategies for Implementation Business Evaluation Strategy Measurement and Evaluation in Non Profit Sectors among many others It also contains illustrative case studies and performance support tools Sponsored by International Society for Performance Improvement ISPI the Handbook of Improving Performance in the Workplace three

volume reference covers three core areas of interest including Instructional Design and Training Delivery Selecting and Implementing Performance Interventions and Measurement and Evaluation ATD's Foundations of Talent Development Elaine Biech, 2018-09-28 Your Talent Development Atlas If you've been directing your organization's talent development effort during the last few years you might think you're on a journey without a map There are few published resources to guide you in a challenge that many experts promise will only become more urgent and necessary in the coming years Elaine Biech a legendary leader in training and development understands the road ahead and has partnered with ATD to present a new book that will point the way ATD's Foundations of Talent Development Launching Leveraging and Leading Your Organization's TD Effort Biech imbues this comprehensive volume with the energy and passion she has manifested in a career spanning more than three decades In her hands you have a trusted adviser who provides guidance leadership and direction to your organization Biech painstakingly guides you over 36 chapters taking you from developing your talent development strategy creating an operating plan and reinforcing your organization's talent development mindset through design and delivery measurement and evaluation and preparing for the future No matter where you are in your development you will be able to pick up this book and select chapters that describe how you can help your organization What's more Biech has included a new customized model to assist you Plus she's invited dozens of her friends and colleagues to contribute well known authors ATD subject matter experts and icons in the field to present a cross section of voices and approaches in the field In 2018 ATD celebrates its 75th anniversary by delivering ATD's Foundations of Talent Development its first published reference to the profession it leads and supports Think of this book as your professional atlas

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Organization's Future **Bottom-line Organization Development** Merrill C. Anderson, 2003 **Performance Consulting** Dana Gaines Robinson, James C. Robinson, Jack J. Phillips, Patricia Pulliam Phillips, Dick Handshaw, 2015-06 NEW EDITION REVISED AND UPDATED In America organizations spend 175 billion in training initiatives and more than 500 billion in human resource solutions every year yet often have little to show for it One reason is that people jump to solutions before they identify the causes of the problem Performance consultants are effective because they partner with clients to clarify business goals and determine root causes for gaps between desired and current results Only then are specific solutions agreed upon and implemented This third edition of the classic book that introduced performance consulting adds a wealth of new material There are new case examples throughout and four new chapters providing detailed steps for measuring results from performance consulting initiatives on five different levels including ROI The book includes a never before published Alignment and Measurement Model allowing you to connect organizational needs and performance consulting initiatives designed to address those needs with the appropriate level of measurement This remains a profoundly practical book featuring tools models and checklists It will enable you to make a difference in your organization that is valued measurable and sustainable 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

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