The Project Management Scorecard (Improving Human Performance)

Jack J. Phillips, Timothy W. Bothell, G. Lynne Snead

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Return on Investment (ROI) remains one of the most challenging and intriguing issues facing human resource development and performance improvement professionals. Drawing on their expertise in developing and implementing ROI programs in human performance and training, Jack J. Phillips, Ph.D., Timothy W. Bothell and G. Lynn Snead demonstrate how you can effectively apply ROI to project management.

Today, almost every industry requires employees to manage multiple projects with competing priorities, critical deadlines, and unexpected interruptions—rendering everyone a project manager in some respect. Most employees feel the pressure of juggling any number of key projects simultaneously. Organizations have responded by investing large amounts of both time and money to improve project management, and most strive to justify the efforts and resources dedicated to improving this goal.

'The Project Management Scorecard' is a welcome relief for anyone managing a project or multiple projects, as well as the trainers, human resource development staff, or supervisors charged with measuring, evaluating, and managing project managers.

Project Management is one of the hottest topics in business management today, affecting nearly every individual in any organization across the globe. Let three HRD experts show you how to apply the hugely popular ROI process to the key organizational issue of successful project management including:

* Project management issues and challenges
* Measuring reaction and satisfaction
* How to calculate and interpret ROI
* Capturing business impact data
* Measuring skill and knowledge changes during the project
* Monitoring the true costs of the project solution
* Converting business measure to monetary values
* Forecasting ROI

The authors' step-by-step approach allows you to begin the ROI process immediately. Start measuring the success of your project management results today.

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