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Nota di contenuto	Handbook of Improving Performance in the Workplace, Volume Three: Measurement and Evaluation; ABOUT ISPI; CONTENTS; LIST OF CASE STUDIES, EXHIBITS, FIGURES, PERFORMANCE SUPPORT TOOLS, AND TABLES; INTRODUCTION TO VOLUME THREE; ACKNOWLEDGEMENTS; Chapter 1: Measurement, Evaluation, and Research: Feedback for Decision Making; Chapter 2: Measurement and Evaluation in the Workplace; Chapter 3: Unleashing the Positive Power of Measurement in the Workplace; Chapter 4: Relating Training to Business Performance: The Case for a Business Evaluation Strategy Chapter 5: Success Case Methodology in Measurement and

EvaluationChapter 6: Needs Assessment: A Lighthouse Beacon ;
Chapter 7: The Impact Evaluation Process; Chapter 8: Full-Scope
Evaluation: Do You "Really Oughta, Wanna"?; Chapter 9: How to Use
Kirkpatrick's Taxonomy Effectively in the Workplace; Chapter 10: Ethical
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Performance-Based Evaluation: Tools, Techniques, and Tips; Chapter
12: Testing Strategies: Verifying Capability to Perform; Chapter 13: The
Business of Program Evaluation: ROI
Chapter 14: Integrated Evaluation: Improving Performance
ImprovementChapter 15: Using Evaluation Results to Improve Human
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Evaluation and Measurement in Not-for-Profit Sectors; Chapter 17:
Using New Technology to Create a User-Friendly Evaluation Process;
Chapter 18: New Kids on the Block: Evaluation in Practice; Chapter 19:
Expanding Scope of Evaluation in Today's Organizations; Chapter 20:
The Changing Role of Evaluators and Evaluation; ABOUT THE EDITORS;
ABOUT THE CONTRIBUTORS; NAME INDEX; SUBJECT INDEX

Sommario/riassunto

This cross-disciplinary, international Handbook brings together best-in-field research and practice to provide an up-to-date summary of the leading ideas in performance measurement, theory, and practice. This invaluable reference provides a comprehensive review of all information presently available about Measuring and Evaluating Learning and Performance, Designing Evaluation, Qualitative Performance Measurements, Quantitative Performance Measurements, Formative Evaluation, Summative Performance Measurements, Confirmative Performance Measurements, Surveys and Questionnaires, Focus Group
