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Evaluation Chapter 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 Considerations in Performance Measurement; Chapter 11: 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 Improvement Chapter 15: Using Evaluation Results to Improve Human Performance Technology Projects; Chapter 16: Understanding Context: 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

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#### 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

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