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Nota di contenuto	Intro -- Contents -- Preface -- Introduction -- Chapter 1: The Cyclical Nature of the Evaluation Process -- Chapter 2: Focusing the Evaluation -- Chapter 3: Designing and Conducting the Evaluation -- Chapter 4: Using Evaluation Findings -- References -- Appendix A: Evaluation Resources -- Appendix B: Daily Evaluation Form (Example) -- Appendix C: End-of-Initiative Evaluation Form (Example) -- Appendix D: Preinitiative Expectations Survey (Example) -- Appendix E: Post-Initiative Benefits Survey (Example) -- Appendix F: Individual Interview (Example) -- Appendix G: Learning Survey (Example) -- Appendix H: Change Survey (Example) -- Appendix I: Behavioral Observations: Qualitative Data (Example) -- Appendix J: Behavioral Observation: Quantitative Data (Example) -- Appendix K: Focus Group Interview Questions (Example) -- Appendix L: Group Dialogue Questions (Example) -- Appendix M: Workplace Statistics (List of Measures) -- Appendix N: Workplace Statistics Survey (Example) -- Appendix O: Measuring Change in Organizational Systems and Processes -- Appendix P: Measuring Customer Satisfaction.
Sommario/riassunto	Scratch the surface of any successful organization and you'll likely find systems designed to evaluate how well it runs. The approach to evaluation presented in this book can be applied in a variety of

contexts, but the focus here is on the evaluation of leadership development initiatives. Effective evaluations keep leadership development initiatives on track and contribute to organizational learning so that organizations remain responsive and resilient."

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