

Measuring the Success of Employee Engagement: A Step-by-Step Guide for Measuring Impact and Calculating ROI

Patricia Pulliam Phillips, Jack J. Phillips, Rebecca Ray



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Employee engagement, impact, ROI if you can't connect the three, your program's in trouble.

The number of employees who sleepwalk through the day or undermine the work of their engaged counterparts is on the rise. More and more companies are turning to engagement programs to recoup lost revenue and productivity. But these pricey endeavors can lose critical funding when they are designed without business impact in mind.

In *Measuring the Success of Employee Engagement*, renowned experts Jack Phillips and Patti Phillips and knowledge organization expert Rebecca Ray help you make the business case for an employee engagement initiative. More important, you'll discover what it takes to build a program with the end in mind. By following real case studies that show the Phillips's ROI Methodology in action, you'll learn how to avoid narrowly focusing your efforts on behavioral outcomes alone.

Measuring the Success of Employee Engagement is an essential resource for all who support employee engagement efforts, from the chief learning officer to individual members of employee engagement teams. Ensure that your employees drive innovation and increase sales with an engagement program that earns its keep.

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