



Proving the Value of HR: How and Why to Measure ROI (Practical HR Series)

Jack J. Phillips PhD, Patricia Pulliam Phillips PhD

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Measuring the return on investment (ROI) of human resources programs (HR) is critical for success in today's business world and is an absolute requirement for HR professionals who are part of the senior executive team. Responding to the current accountability demands that continue to challenge human resource professionals, this manual illustrates the use of ROI methodology as a communication tool that strengthens the relationship with senior management as well as a process-improvement tool that enhances and improves HR's contributions to the bottom line. With this guide, human resource managers will prove their value to their companies by learning how to measure ROI in a variety of programs, policies, practices, and solutions; develop the ROI of HR with basic, step-by-step instructions; and collect, analyze, and report data with sophistication. The CD-ROM includes two HR-ROI self tests, an evaluation planning worksheet, and a complete case study.

Measuring the return on investment (ROI) of human resources is critical for success in today's business world and is an absolute requirement for HR professionals who are part of the senior executive team. HR managers and executives must show HR's contribution and prove that HR policies, practices, and solutions add directly to the organization's bottom line.

Proving the Value of HR is practical and equips HR with the tools necessary to tackle return on investment.

This book provides basic, step-by-step instructions to develop the ROI of HR. It is much easier to read than other ROI-based books and uses examples directly from the practice of human resources. It shows how the ROI methodology is a communication tool to strengthen the relationship with senior management as well as a process-improvement tool to enhance and improve HR's contribution.

The accompanying CD-ROM expands the scope of the book with 49 tools and templates, charts and graphs, a complete case study, self-assessment instruments, exercises, plus ROI formulas in a spreadsheet-ready format.

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