ROI from the LPI
ROI from the LPIO
What to measure?
Measuring Impact-Kirkpatrick
Qualitative vs. Quantitative
Level 1- Reaction

• Did they enjoy the experience?
• Did they find it relevant?
• Did they perceived it as applicable to their work?
• Was it a good use of their time?
Level 1 Evaluation Tools

- Verbal reactions
- Post session surveys/questionnaires
- Feedback to manager
Level 2- Learning

• Did they learn what was intended to be taught?
• Did they experience what was intended?
• Did they change?
• In what direction?
Level 2 Evaluation Tools

- Post session surveys/questionnaires (timing)
- Interviews
- Follow-up LPI
Level 3 - Behavior

• Did they put their learning into effect on the job?
• Was there noticeable change in performance?
• Was the change sustained?
Level 3 Evaluation Tools

• Observer surveys/questionnaires
• Follow up interviews
• Follow up LPI
• Group Report
• Comparative report
Level 3 Evaluation Tools

• Participant and Observer surveys/questionnaires/interviews
  1. What are they doing that is different?
  2. What are they doing that is effective?
Level 3 Evaluation Tools

• What are you doing more of, less of, differently?
• How have these changes impacted you?
• Who have you had an impact on? Those that you work with? Your organization?
• Have you received any feedback from those around you? If so, what kind?
• What practice did you opt to work on? How has that gone? What results if any have you seen?
# The Five Practices Reassessment report

## Reassessment Data by Leadership Practice

This page compares your most recent scores with the scores from your previous LPI, grouped by Observer type. The Change column shows the difference in Self responses and Observers' responses for each Practice between your most recent and second most recent completed assessments.

<table>
<thead>
<tr>
<th>Leadership Practice</th>
<th>Response Type</th>
<th>RESPONDED/INVITED</th>
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<th>JUL 2011</th>
<th>CHANGE</th>
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<td>37.0</td>
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<tr>
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<td>Other</td>
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</tbody>
</table>

**Legend:**
- RESPONDED: Number of observers invited
- INVITED: Number of observers responded
- AVERAGE: Average of all Observers Responses
- CHANGE: Difference between most recent and second most recent completed assessments
Comparative Data report

The Five Practices® Comparative Data (Line) Graph

<table>
<thead>
<tr>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date</td>
</tr>
<tr>
<td>Observer Averages</td>
</tr>
</tbody>
</table>

- Model the Way
- Inspire a Shared Vision
- Challenge the Process
- Enable Others to Act
- Encourage the Heart

Jan-11
Mar-10
Apr-09

2013
Level 4- Results/ROI

• Does the new behavior have an impact on the organization’s performance?
• What is the business impact of the change of behavior?
Level 4- Results/ROI

- Increased sales
- Reduced turnover
- Non-compliance
- Quality ratings
- Number of complaints
- Production volume
- Public perception
Level 4 Evaluation Tools

- Qualitative or quantitative evidence collected over time
- Evidence analyzed over time
LPI and FollowThruOnline

• Deliberate practice
• Ongoing application of learning in the workplace.
Ties directly to ongoing coaching, extended program or post workshop activities based on the LPI.
LPI and FollowThruOnline

Creates a searchable and minable data base of evidence
LPI and FollowThruOnline
LPI and FollowThruOnline

![Organization Structure Diagram]


[Image: Leadership Challenge Logo]
LPI and FollowThruOnline=ROI

Generates a customizable report report:
- Impact
- Trends
- Focus
LPI and FollowThruOnline=ROI