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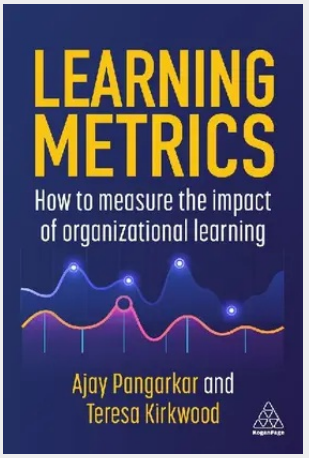
Learning Metrics

How to Measure the Impact of Organizational Learning



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How do I know if Learning and Development (L&D) initiatives are making a difference to employeeand business performance? What should I measure and how do I take a data-driven approach?*Learning Metrics* is a practical book for L&D professionals which answers these questions and provides guidance for measuring and communicating the impact of L&D activity in the business. It covers how to measure participant engagement with learning, learning retention and changes in employee performance post-learning. There is also guidance on how to measure on-the-job behaviour change as a result of learning, as well as metrics for measuring the organizational impact of learning. This book also has essential guidance on how to use learning analytics to assess the return on investment (ROI) of learning and how to use these results to adopt a data-driven approach and map learning metrics to organizational KPIs. ***Learning Metrics*** also includes guidance on how to communicate the impact of the company's learning and development activity to all business stakeholders. Full of practical guidance, examples, advice and case studies from organizations including Pfizer, Goldman Sachs, HSBC, Merck and Hewlett Packard, this is essential reading for all L&D professionals needing to measure the impact of L&D activity in the business but not sure where to start.

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