

Access to Experts



Jack J. Phillips, Ph.D. , Chairman , ROI Institute

Jack J. Phillips, a world-renowned expert on accountability, measurement and evaluation, is co-founder and chairman of the ROI Institute. Phillips provides consulting services for Fortune 500 companies and major global organizations. The author or editor of more than 50 books, he conducts workshops and presents at conferences throughout the world.

Phillips has received several awards for his books and work. On three occasions, Meeting News named him one of the 25 Most Influential People in the Meetings and Events Industry, based on his work on ROI. The Society for Human Resource Management (SHRM) presented him an award for one of his books and honored a Phillips ROI study with its highest award for creativity. The American Society for Training and Development (ASTD) gave him its highest award, Distinguished Contribution to Workplace Learning and Development for his work on ROI.

His expertise in measurement and evaluation is based on more than 27 years of corporate experience in the aerospace, textile, metals, construction materials, and banking industries. Dr. Phillips has served as training and development manager at two Fortune 500 firms, as senior human resource officer at two firms, as president of a regional bank and as management professor at a major state university.

Dr. Phillips regularly consults with clients in manufacturing, service and government organizations in 52 countries in North and South America, Europe, Africa, Australia and Asia. Over 4,000 organizations, including the United Nations, use his methodology. His work has been featured in the Wall Street Journal, BusinessWeek, Fortune magazine, and on CNN and a dozen other television programs.

His most recent books include *ROI for Technology Projects: Measuring and Delivering Value* (Butterworth-Heinemann, 2008); *Return on Investment in Meetings and Events: Tools and Techniques to Measure the Success of all Types of Meetings and Events* (Butterworth-Heinemann, 2008); *Show Me the Money: How to Determine ROI in People, Projects, and Programs* (Berrett-Koehler, 2007); *The Value of Learning* (Pfeiffer, 2007); and *How to Build a Successful Consulting Practice* (McGraw-Hill, 2006).

He served as series editor for ASTD's *In Action* casebook series, an ambitious publishing project featuring 30 titles. He currently serves as series editor for Elsevier Butterworth-Heinemann's Improving Human Performance series.

Dr. Phillips has undergraduate degrees in electrical engineering, physics and mathematics; a Master's degree in Decision Sciences from Georgia State University; and a Ph.D. in Human Resource Management from the University of Alabama. He has served on the boards of several private businesses and several nonprofits and associations, including the American Society for Training and Development and the National Management Association.

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