

## Access to Experts



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Dr. Patti Phillips is President and CEO of ROI Institute, Inc., the leading source of ROI competency building, implementation support, networking, and research. As a renowned leader in measurement and evaluation, she helps organizations implement the ROI Methodology in 60 countries around the world. She serves as Principal Research Fellow for The Conference Board, board member of the Center for Talent Reporting, and ATD CPLP Certification Institute Fellow. Patti also serves on the faculty of the UN System Staff College in Turin, Italy, and The University of Southern Mississippi's Ph.D. in Human Capital Development program. Her work has been featured on CNBC, EuroNews, and over a dozen business journals.

Patti's academic accomplishments include a Ph.D. in International Development and a Master's Degree in Public and Private Management. She is certified in ROI evaluations and has been awarded the designations of Certified Professional in Learning and Performance and Certified Performance Technologist.

Patti contributes to a variety of publications and has authored several books on the subject of accountability and ROI, including *Handbook of Training Evaluation and Measurement Methods*, 4th ed. (Routledge, 2016); *Accountability in Human Resource Management*, 2nd ed. (Routledge, 2016), *Measuring the Success of Employee Engagement* (ATD, 2016); *Real World Training Evaluation* (ATD, 2016); *Maximizing the Value of Consulting* (Wiley, 2015); *High-Impact Human Capital Strategy* (Amacom, 2015); *Making Human Capital Analytics Work* (McGraw-Hill, 2015); *Measuring the Success of Leadership Development* (ATD Press, 2015); *Performance Consulting* (Berrett-Koehler, 2015); *Measuring ROI in Environment, Health and Safety* (Scrivener Publishing, 2014); *Measuring ROI in Employee Relations and Compliance* (SHRM, 2014); *Measuring the Success of Learning Through Technology* (ATD Press, 2014); *Measuring the Success of Organization Development* (ATD Press, 2013); *Survey Basics* (ASTD, 2013); *Measuring the Success of Sales Training* (ATD Press, 2013); *Measuring ROI in Healthcare* (McGraw-Hill, 2012); *10 Steps to Successful Business Alignment* (ASTD Press, 2012); *Measuring the Success of Coaching* (ATD Press, 2012); *The Bottomline on ROI* 2nd Edition (HRDQ, 2012); *Measuring Leadership Development: Quantify your Program's Impact and ROI on Organizational Performance* (McGraw-Hill, 2012); *Measuring ROI in Learning and Development: Case Studies from Global Organizations* (ATD, 2011); *The Green Scorecard: Measuring the ROI in Sustainability Initiatives* (Nicholas Brealey, 2011); *Return on Investment in Meetings and Events: Tools and Techniques to Measure the Success of All Types of Meetings and Events* (Elsevier, 2008); *Show Me the Money: How to Determine ROI in People, Projects, and Programs* (Berrett-Koehler, 2007); *The Value of Learning* (Pfeiffer, 2007); *Return on Investment Basics* (ATD, 2005); *Proving the Value of HR: How and Why to Measure ROI* (SHRM, 2005); *The Bottom Line on ROI* (Center for Effective Performance, 2002), which won the 2003 ISPI Award of Excellence.

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## Publications by Patti P. Phillips, Ph.D.

### Executive Action Report

- [Best Practices for Developing Change Leadership in Turbulent Times](#)  
22 May, 2013

### Human Capital in Review

- [The Conference Board Human Capital in Review™: Human Capital Analytics \(Vol. 4, No. 2, 2014\)](#)  
12 September, 2014
- [The Conference Board Human Capital in Review™: Focus on Human Capital Analytics \(Vol. 4, No. 1, 2014\)](#)  
28 January, 2014
- [The Conference Board Human Capital in Review™: Focus on Human Capital Analytics \(Vol. 3 No. 1, 2013\)](#)  
20 June, 2013
- [The Conference Board Human Capital in Review™: Focus on Human Capital Analytics \(Vol. 2 No. 1, 2012\)](#)  
25 May, 2012

### Key Business Issues

- [Big Data Doesn't Mean 'Big Brother' \(Implications for Asia\)](#)  
01 September, 2015
- [Big Data Doesn't Mean 'Big Brother': Employee Trust and the Next Generation of Human Capital Analytics](#)  
29 May, 2015
- [Big Data Doesn't Mean 'Big Brother' \(Strategic Overview\)](#)  
29 May, 2015
- [Big Data Doesn't Mean 'Big Brother' \(Implications for CHRO\)](#)  
29 May, 2015
- [Big Data Doesn't Mean 'Big Brother' \(Implications for CFO\)](#)  
29 May, 2015
- [Big Data Doesn't Mean 'Big Brother' \(Implications for Legal and Risk Officers\)](#)  
29 May, 2015

### Research Report

- [Human Capital Analytics @ Work, Volume 2](#)  
16 May, 2017
- [Workforce Analytics: The View from Asia](#)  
16 November, 2015
- [Human Capital Analytics @ Work, Volume I](#)  
06 October, 2014
- [Human Capital Analytics: A Primer](#)  
06 November, 2012
- [The State of Human Capital 2012: False Summit](#)  
15 October, 2012