



Front-End Analysis and Return on Investment Toolkit

Harold D. Stolovitch, Erica J. Keeps

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Front-End Analysis and Return on Investment Toolkit is a comprehensive collection of guidelines, job aids, rich examples and tips that give you the information needed to create performance interventions that will deliver the desired results. By using this vital resource you will be able to analyze training requests on the front end, measure worth and ROI in learning, and performance on the back end, and

- Identify the business need underlying the request.
- Clarify the desired performance outcomes.
- Systematically investigate and describe the current performance state.
- Characterize the gap between current and desired performance in terms of magnitude, value, and urgency.
- Identify the array of factors affecting the gap.

Select appropriate, economical, feasible, and acceptable performance interventions that deliver desired results.

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