



# The Consultant's Scorecard: Tracking Results and Bottom-Line Impact of Consulting Projects

By Jack Phillips

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## The Consultant's Scorecard: Tracking Results and Bottom-Line Impact of Consulting Projects By Jack Phillips

Measure the business impact - and return on investment - of any consulting project! Consulting clients want to know that the large fees they pay will bring measurable results to their organization - and successful consultants work hard to communicate the value of their work to clients. The problem is, both consultants and clients have been frustrated by the lack of rigorous methods for measuring the impact of the consultant's work. "The Consultant's Scorecard" offers solutions to this "accountability crisis" in the consulting profession by explaining how consultants can prove the value of their work to clients. Just as important, the book explains how clients can - and should - hold their consultants accountable for delivering measurable results. Written for both consultants and clients, "The Consultant's Scorecard" offers simple data collection techniques to help consultants in any industry measure the value of their work for clients in six key areas: client satisfaction; new knowledge and skills acquired by the client; successful project implementation; business unit impact; return on investment; intangible benefits." The Consultant's Scorecard" is the first book to present a comprehensive, practical approach to showing the bottom line of consulting. Using proven techniques, supported examples from leading companies, six key measures are developed to show the complete impact of consulting, including measuring ROI. This balanced approach to measurement is essential for consultants who want to show the value of their interventions, and for clients who want to hold their consultants accountable for delivering measurable results. Jack Phillips' unique approach to measuring the return on investment of consulting makes "The Consultant's Scorecard" a must read for anyone involved in the consulting process' - Stephen R. Covey, author of the No. 1 best-seller, "The Seven Habits of Highly Effective People".



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## **The Consultant's Scorecard: Tracking Results and Bottom-Line Impact of Consulting Projects By Jack Phillips Bibliography**

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#### **About the Author**

Jack Phillips, Ph.D., is the founder of Performance Resources Organization, now the world's leading consulting firm specializing in accountability issues. The author or editor of more than 200 books and 100 articles, including *The Handbook of Training Evaluation and Measurement*, he has served as a bank president, Fortune 500 training and development manager, and professor of management at a major state university. His clients in 20 countries include such internationally respected companies as AT&T, Federal Express, Lockheed Martin, Motorola, and Xerox.

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