Contents

About the Authors ix
Acknowledgments xv
Preface xix

Chapter 1 The Role and Importance of Internal and External Consulting 1
Chapter 2 Organizing the Consulting Practice to Deliver Value 37
Chapter 3 Managing the Consulting Practice to Deliver Value 81
Chapter 4 Controlling Costs and Enhancing Value 117
Chapter 5 Utilizing the Consulting Scorecard for the Practice 153
Chapter 6 A Logical Approach to Measure Impact and ROI for Projects 175
Chapter 7 Developing Powerful Objectives at Multiple Levels 217
| Chapter 8 | Aligning Projects to the Business | 233 |
| Chapter 9 | Planning the Evaluation | 253 |
| Chapter 10 | Methods of Data Collection | 269 |
| Chapter 11 | Data Collection at All Four Levels | 315 |
| Chapter 12 | Isolating the Effects of Consulting | 341 |
| Chapter 13 | Converting Data to Money | 371 |
| Chapter 14 | Tabulating Project Costs and Calculating ROI | 409 |
| Chapter 15 | Reporting Results to Key Audiences | 439 |
| Chapter 16 | Call to Action | 479 |

*Notes* | 485 |
*Index* | 489 |