




ROI Institute Europe

Scaling up the impact of the ROI Methodology™ by using Technology

ROI Partners Meeting 2019

A man in a dark suit is seen from the back, looking towards a large digital display. The display features various business-related terms and data visualizations. The background is a dark blue with a grid of white lines and glowing yellow circles. The text is overlaid on a white rounded rectangle.

In the **age of Digital Transformation** the way of working in the field of HR and learning is meeting new demands. **More and more data** is available and applied in Strategic People Analytics. In the **rapidly changing market**, organizations are looking for **actionable insights** to help them to **make optimal use of the human capital** in their organization.

ROI Institute Europe is expert in **People Performance Analytics** to create insight for organizations before, during and after their change and learning programs. We do this by applying **worlds most used** HR and learning evaluation and measurement system:
The ROI Methodology™.



The next 60 minutes ...

We ...

Inform ...

Explain ...

Experiment

Talk about Successes ...

Share Lessons learned ...

Have one thing more ...

Short introduction: Klaas Toes



"Passion for People,
Fascinated by
Numbers"



- CEO ROI Institute Europe
- Council Director Strategic People Analytics at The Conference Board
- Architect Phillips Analytics.com
- Author of the Dutch book 'The Value of Learning'

Our ROI Insitute Europe Team



Imre Teunissen
Project support



Montse van Schie
Project support



Bas Litjens
Project support



Simone de Bruin
Projectmanager



Sylvia Stroombergen
Projectmanager



Heide van Seumeren
Controller



Milo Plomp
BI developer



Maaïke Galama
BI Developer



Renée Lubberdink
Managing Consultant (CRP)



Klaas Toes
CEO (CRP)



Rick de Rijk
Partner



Twan Bijsterveld
Partner

Our CRP partners



Anke Houwer (CRP)
Dutch Railway



Rick de Rijk (CRP)
Gooiconsult



Marieke Bouthoorn (CRP)
Gooiconsult



Evert Pruis (CRP)
Talent on ROI



Bram Castelijn (CRP)
Ministry of Employment



Eveline van Rossum (CRP)
Dutch Railway



Hans Horstink
Rotterdam School of Management



Pauline Tanahatoe (CRP)
ABNAMRO



Heleen Goet (CRP)
ABNAMRO



Evelyn van Asselt (CRP)
Dutch Railway



Ingrid Blom (CRP)
Dutch Police/NFI



Henk Doverman (CRP)
Police Academy



Marielle van de Broek (CRP)
Broek en partners



Sanneke Timmers
City of Rotterdam



Hendrike Tamboer (CRP) Dutch
Telecom/Nijenrode



Marty Aarts (CRP)
Air France/KLM



Stephan Obdeijn (CRP)
EMC performance



Yvonne Kampmeijer
(CRP) Cappemini



Co Siebes (CRP)
Cappemini



Marlieke Ketelaars
Van Oord Dreding & offshore



Marcella Slegtenhorst
Technische Unie

Delivery Partners en Clientpartners

Delivery Partners

Gooiconsult.



vds



Capgemini



BDO



Client Partners



VIVAT



Our supplier partners

We work with specialized and reliable partners:



Software engineers



ICT Services and Hosting

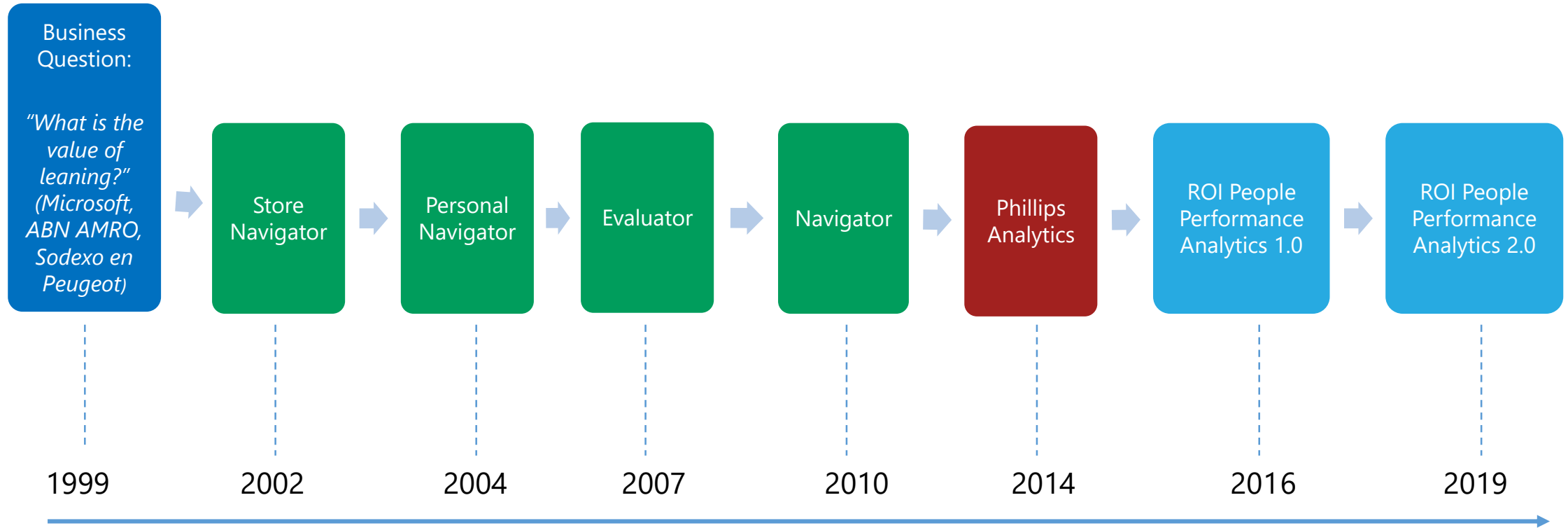


Measure platform



Graphic Design

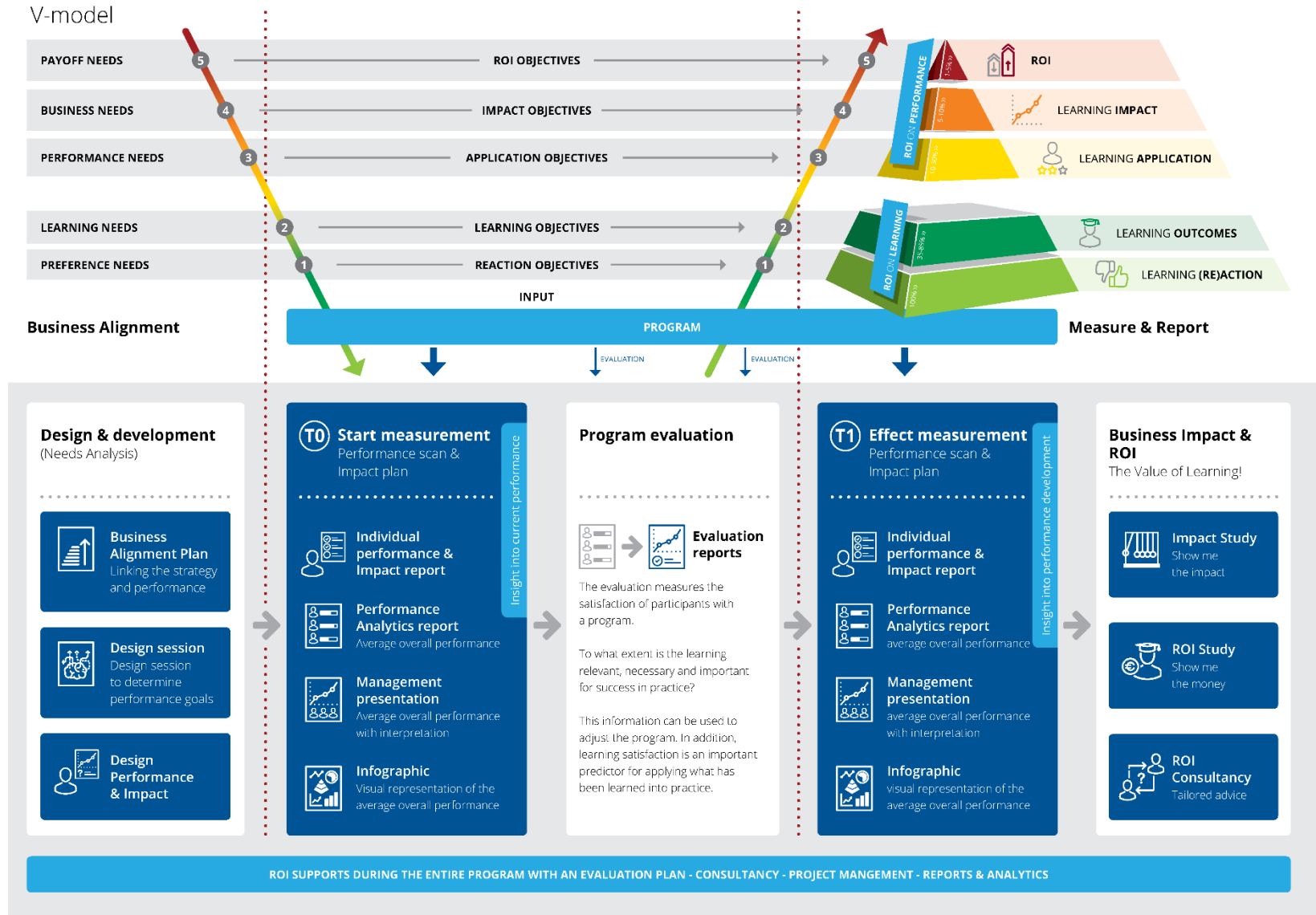
20 years of choices, learning and investing



Our way of working

We...

- ✓ Always work in co creation with our clients
- ✓ Work according to the ROI Methodology™
- ✓ We make an evaluation plan and measurement plan
- ✓ We work according to the European privacy and security guidelines (GDPR)



Case "Example by Design"

MOTIVATION

Company is working on a fundamental change: they want to become the leading service provider of Europe.

'Example wants to help entrepreneurial Europe move forward'.

Five strategic pillars have been appointed:

- 1) Repositioning as a service provider
- 2) A strong portfolio
- 3) Excellent service and delivery
- 4) Excellent sales & distribution management
- 5) High performing teams.

This new strategy is only successful if employees have the right sales mentality and associated behavior. To guide employees in this development, the Example by Design program has been developed.

OBJECTIVES

ROI

The program has a positive ROI.

IMPACT

The performance improvement of participants demonstrably contributes to the objectives.

PERFORMANCE

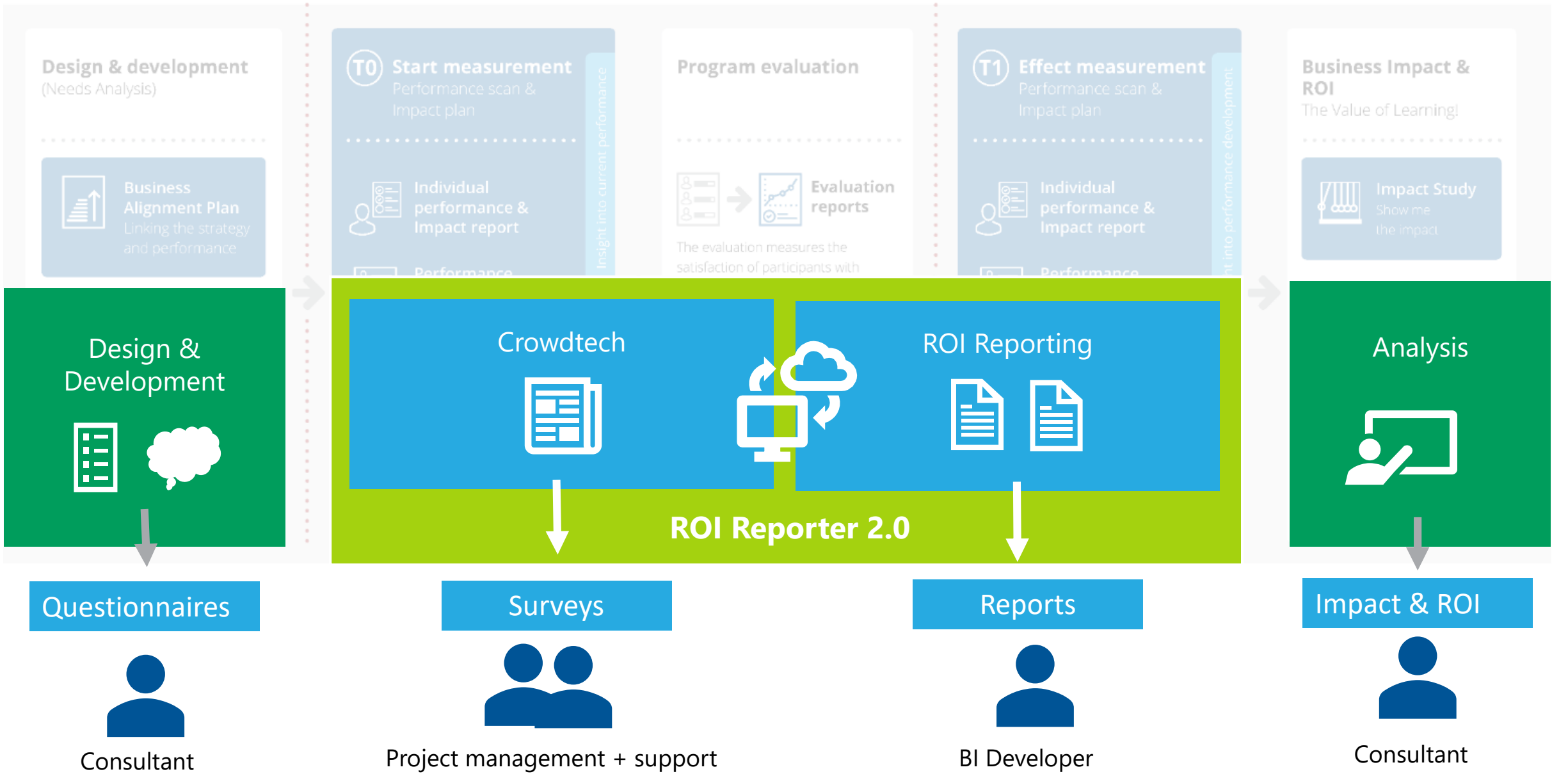
The participants improved their average performance by 10% on the performance profile.

LEARNING

The participants are certified for both the knowledge and skill components.

REACTION

Participants find the program relevant, necessary and important for success in their function and assess this with at least a 7.5.



Crowdtech demo

MWM²
experts in luisteren

BACK OFFICE

SURVEY DATA

QUESTIONS

RESPONDENTS

COMMUNICATI...

DOWNLOAD CENTRE

RESULTS

ADDITIONAL SERVICES

powered by CROWDTECH

Survey data

Settings

Anonymity

EDIT SURVEY

Challenger Scan - ROI Par

Survey name:

Language:

Desktop/Tablet: 2018 ROI Institute Europe

Mobile: 2018 ROI Institute Europe mobile

Access:

Login1: E-mail

Login2: No second login

Number of respondents: 6

Maximum number of completes:

Anonymous survey: ?

Runtime: -

ROI INSTITUTE EUROPE

In welke mate zijn de onderstaande stellingen van toepassing. (1= helemaal niet, 5= helemaal wel).

	1	2	3	4	5
Geeft zijn of haar fouten openlijk toe en deelt deze met anderen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stimuleert dat anderen leren van hun fouten (bijv. door fouten bespreekbaar te maken).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is terughoudend in overleggen en gesprekken, zodat anderen de ruimte hebben om een bijdrage te leveren.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ondersteunt anderen om hun beste werk te leveren.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Luistert aandachtig naar de ideeën van anderen.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accepteert de mogelijkheid dat anderen fouten maken.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zoekt actief naar de zachtere stemmen in het team, zodat iedereen gehoord wordt.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vertoont consistent en voorspelbaar gedrag.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creëert een omgeving waarin het beste van anderen gevraagd wordt.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stimuleert anderen om hun beste werk te laten zien.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

◀
14%
▶

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Experience: Challenger Scan

TEACH, TAILOR, TAKE CONTROL



To what extent is the described behaviour applicable? In answering this question 1 means 'not applicable at all' and 10 means 'fully applicable'.

	1	2	3	4	5	6	7	8	9	10	Not applicable
Demonstrates that he or she stands behind his or her own standpoint, opinion or decision, thus quickly convincing others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knows how to win the approval of others for plans and ideas.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clearly justifies his or her own opinion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adapts his or her arguments to the reasoning and interests of the other person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stands by his or her standpoint in a pleasant and persistent manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



2. Result per talent

In this chapter you will find the average scores that you gave yourself and others gave you for each talent.

The first chart shows the overall Challenger score. This overall score is based on the scores for each of the talents 'Teach', 'Tailor', 'Take Control'. The color of the bars indicates an alert value.

- This group of respondents gave a score of 7 or higher.
- This group of respondents gave a score between 5 and 7.
- This group of respondents gave a score lower than 5.

Overall Challenger score
 $Average (Teach - Tailor - Take Control) = Overall Challenger score$

The person who has good business acumen, is not afraid to identify new insights and approaches for dealing with customer problems.

Participant	Score
Participant	7.0
Manager	6.6

Teach
Offers a completely different perspective and has good communications skills.

Participant	Score
Participant	6.8
Manager	6.4

Tailor
Knows the customer's values and recognizes financial motives.

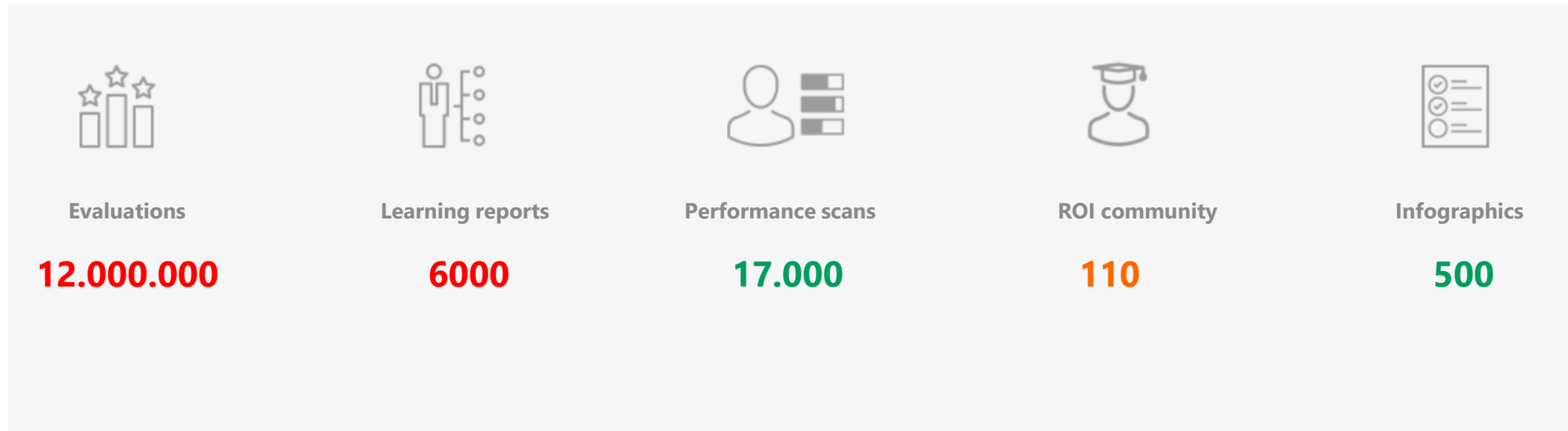
Participant	Score
Participant	6.8
Manager	6.3

Take control
Negotiates pricing and knows how to exert pressure.

Participant	Score
Participant	7.3
Manager	7.2

MISS EXAMPLE - 25 February 2019 4 / 15

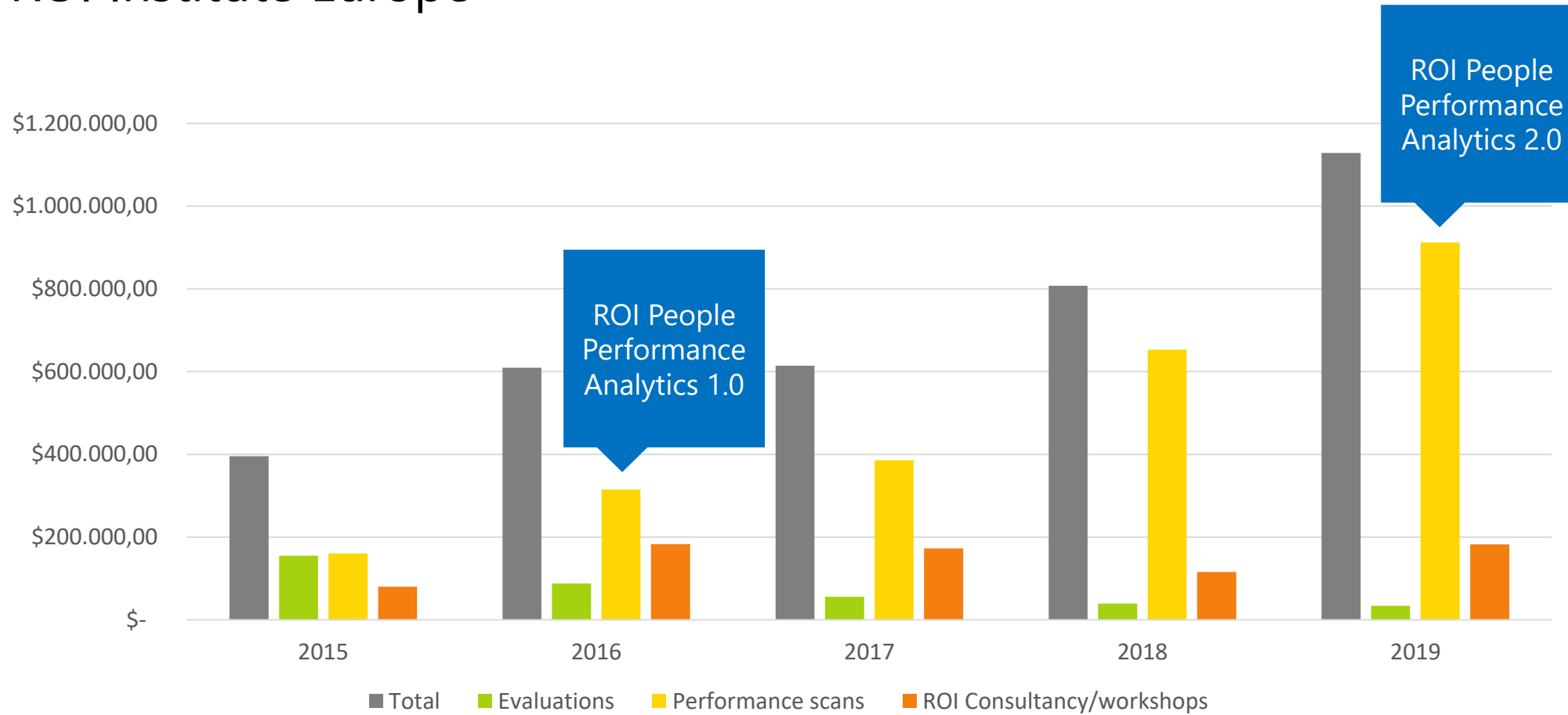
ROI Institute Europe by the Numbers



** Measured from 2002-2019*

Turnover Development

ROI Institute Europe





One more Thing....

Free playing and experimenting this week
with Crowdttech



Big Launch of People Performance Analytics 2.0

May 2019

**One free People Performance Project
for each regional ROI partner**

Think ROI



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*“If learning has Value,
Show the value,
So it will be an
investment.
Otherwise it will be cost,
Cost will be cut”.*