



High Impact Internal Evaluation: A Practitioner's Guide to Evaluating and Consulting Inside Organizations

Richard C. Sonnichsen

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Today rapidly changing organizations need the best tools for driving high performance, meeting customer needs, measuring outcomes and improving service delivery. This book shows students and professional evaluators how to effectively use the tools of internal evaluation to determine a business or program's effectiveness, efficiency, economy and performance.

The author combines his extensive experience and theory into an indispensable resource for students, novice internal evaluators, experienced evaluation professionals and for managers responsible for evaluating their own programs.

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