**Coaching ROI**

* According to Manchester Inc., a Florida-based coaching firm, investments in coaching were found to **yield an average return on investment (ROI) of almost six times the cost of the coaching** (Jan. 2001, HR.com)
* A MetrixGlobal LLC study (for a Fortune 500 firm and Pyramid Resource Group) found that **“Coaching produced a 529% return on investment and significant intangible benefits to business. Including the financial benefits from employee retention boosted the overall ROI to 788%.”**
* AIG completed an ROI assessment on coaching in 2007 and found a **ROI of 17:1.** “Retention and engagement were significantly impacted at multiple levels. Senior leaders were effective internal coaches with … training.” AIG Retirement Services 2007.
* “Google recently completed an exhaustive study and found of the eight keys to managerial leadership success- **strong coaching skills ranked #1**.” New York Times, March 2011.
* Nations Hotel implemented organizational coaching and **ROI was calculated at 221%.** Benefits Cost Ration (BCR) was calculated at 3.21. “One of the most important aspects of the process involved making sure that the engagement was connected to a business need. Typical coaching engagements focused on behavioral issues (e.g., an executive’s inability to listen to employees). To connect to the business impact, the behavior change must link to a business consequence. ROI Institute, 2007.
* A recent study cited in the prestigious Public Personnel Management Journal found a typical management training program increased the manager’s productivity by 22%, but **when combined with Coaching, the manager’s productivity exploded to more than 85%**
* An Olivero, Bane & Kopermann study (1997) of a public sector municipal agency found that **coaching with leadership training resulted in a near quadrupling of productivity results** (**from 22.4% to 88**% when combined).
* Toyota Leadership. Managers understand that, ***“improving actual operations was not* his *job—it was the job of the workers themselves. His role was to help them understand that responsibility and enable them to carry it out.”*** Learning to Lead at Toyota, Harvard Business Review 2004.
* The *objectivity* that a coach brings to a developmental opportunity is helpful to mangers seeking to make difficult changes in attitudes, work habits, perspectives and interpersonal relationships (McCauley & Hugh-James; Young & Dixon, 1996.)
* According to Personal Decisions International, a Minneapolis-based human resources consulting firm, **70% of the top 1,000 firms worldwide use some form of executive coaching** (Source: HR.com, author Ann Vincola, President of a quality of life issues consulting firm, 2000)
* "The goal of coaching is the goal of good management: and that is - to make the most of an organization's valuable resources." -- *Harvard Business Review*