

The Flawless Consulting Fieldbook And Companion A Guide Understanding Your Expertise Paperback 2000 Author Peter Block Andrea Markowitz

Your people might be your organization's greatest assets, but their interactions with one another are what determine the quality and the quantity of their contributions. Few organizations know how to generate the sense of excitement, energy, and shared mission that occurs when people truly join together. This book shows how, describing four simple behavioral keys that fundamentally change how people work together — building greater trust, understanding and collaboration.

Modern culture's worship of "how-to" pragmatism has turned us into instruments of efficiency and commerce—but we're doing more and more about things that mean less and less. We constantly ask "how?" and still struggle to find purpose and act on what matters. Instead of acting on what we know to be of importance, we wait for bosses to change, we seek the latest fad, we invest in one more degree. Asking how keeps us safe—instead of being led by our hearts into uncharted territory, we keep our heads down and stick to the rules. But we are gaining the world and losing our souls. Peter Block puts the "how-to" craze in perspective and presents a guide to the difficult and life-granting journey of bringing what we know is of personal value into an indifferent or even hostile corporate and cultural landscape. He raises our awareness of the trade-offs we've made in the name of practicality and expediency, and offers hope for a way of life in which we're motivated not by what "works," but by the things that truly matter in life—idealism, intimacy, depth and engagement.

The need for consultation and evaluation among nonprofits and government agencies has soared in recent years, as funders have demanded accountability and agencies are ill-equipped to provide the types of data-based information needed. *Consulting and Evaluation with Nonprofit and Community-Based Organizations* fills a critical gap in the academic literature for nonprofit management. This unique text is a collection of advice and voices from a diverse group of successful, practicing consultants who work with nonprofits and government agencies. Through surveys and interviews, these experts relate detailed information on how they got started in consulting, what types of services they provide, what types of clients they serve, the biggest challenges they face, and much more. The book also integrates current topics from a wide variety of sources so that interested readers can easily access important information all in one book. Book jacket.

Most of our communities are fragmented and at odds within themselves. Businesses, social services, education, and health care each live within their own worlds. The same is true of individual citizens, who long for connection but end up marginalized, their gifts overlooked, their potential contributions lost. What keeps this from changing is that we are trapped in an old and tired conversation about who we are. If this narrative does not shift, we will never truly create a common future and work toward it together. What Peter Block provides in this inspiring new book is an exploration of the exact way community can emerge from fragmentation. How is community built? How does the transformation occur? What fundamental shifts are involved? What can individuals and formal leaders do to create a place they want to inhabit? We know what healthy communities look like—there are many success stories out there. The challenge is how to create one in our own place. Block helps us see how we can change the existing context of community from one of deficiencies, interests, and entitlement to one of possibility, generosity, and gifts. Questions are more important than answers in this effort, which means leadership is not a matter of style or vision but is about getting the right people together in the right way: convening is a more critical skill than commanding. As he explores the nature of community and the dynamics of transformation, Block outlines six kinds of conversation that will create communal accountability and commitment and describes how we can design physical spaces and structures that will themselves foster a sense of belonging. In *Community*, Peter Block explores a way of thinking about our places that creates an opening for authentic communities to exist and details what each of us can do to make that happen.

Goes beyond the spirit of empowerment to discuss the benefits of companies that offer equity and partnership for its employees at all levels, discussing what stewardship means, management accountability, quality control, and human resources. Reprint. 30,000 first printing. \$40,000 ad/promo. IP.

A behind-the-scenes look at how consulting works in the real world, *High Value Consulting* cuts through the jargon to put the power to get things done back in the hands of executives, managers and organization development professionals where it belongs."

Consultants are called upon more and more to help implement needed organizational changes, fill gaps in workforce capabilities, and solve significant business problems. As the demand for consultants increases, it is critical that practitioners differentiate themselves and understand how they can be most successful, for themselves and their clients. *The Basic Principles of Effective Consulting* details what effective consultants do and provides a step by step process of just how they do it. The Second Edition of *The Basic Principles of Effective Consulting* is fully updated with real-life cases. End-of-chapter summaries foster both mastery and engagement, as well as providing a quick reference throughout a consultant's career. In addition, each chapter includes a section "From the experts" written by successful consultants and users of consultants' services. These experts share ideas and tips about their own consulting experiences that relate to chapter material. The book is written for entry level and seasoned consultants, project managers, staff advisors, and anyone who wants to learn (or be reminded of) the basic principles of effective consulting. The book is well suited as an excellent textbook for college courses on consulting, organizational training, and a lifetime go-to consultant's resource.

The practical toolbox for readers of *Million Dollar Consulting* This useful guide provides specific checklists, guidelines, templates, and actual examples for every step of the consulting process. It covers marketing, sales, meetings, implementation, follow-up, invoicing, practice management, insurance, equipment, subcontracting, and scores of other elements. Thousands of people have bought Weiss's *Million Dollar Consulting* and started their own consultancy. Now, this handy resource goes hand-in-hand to provide all the tools new consultants need to enact all the recommendations and ideas in *Million Dollar Consulting*. Alan Weiss, PhD (East Greenwich, RI), has consulted for hundreds of organizations around the world, including Mercedes-Benz, Hewlett-Packard, Merck, Chase, American Press Institute, and the Times-Mirror Group. He is the author of 12 books, including *Getting Started in Consulting* (0-471-47969-1) and *Organizational Consulting* (0-471-26378-8).

SAVE on our FLAWLESS SET! The set includes *Flawless Consulting: A Guide to Getting Your Expertise Used*, Second Edition and *The Flawless Consulting Fieldbook and Companion: A*

Guide Understanding Your Expertise. About Flawless Consulting: For over fifteen years, consultants--both internal and external--have relied on Peter Block's landmark bestseller, Flawless Consulting, to learn how to deal effectively with clients, peers, and others. Using illustrative examples, case studies, and exercises, the author, one of the most important and well known in his field, offers his legendary warmth and insight throughout this much-awaited second edition. Anyone who must communicate in a professional context--and who doesn't?--will use the lessons taught in this book for years to come! About The Flawless Consulting Fieldbook and Companion: Following on the heels of the best-selling Flawless Consulting, Second Edition comes The Flawless Consulting Fieldbook and Companion. Whether you work as a consultant or you work with consultants, this relentlessly practical guide will be your best friend as you discover how consulting influences your business--and real life--decisions and those of others. Included are sample scenarios, case studies, client-consultant dialogues, hands-on tools, action plans, and implementation checklists. These products are also available separately. See More By This Author for details.

Visualization—in your own imagination, on the wall, and with media—supports any consultant who is learning to design and facilitate transformational change, leadership development, stakeholder involvement processes, and making sense of complex challenges. This book, from leaders in the field, shows you how. Building on Peter Block's Flawless Consulting, it explains how to visually contract and scope work, gather data, provide feedback, plan interventions, implement, and support on-going sustainability in organizational and community settings. Unlike Block's work, Visual Consulting addresses the challenging problems of guiding organizational and social change processes that involve multiple levels and types of stakeholders, with interests in both local and global environments. It demonstrates how visualization and design thinking can be used to get more creative and productive results that are "owned" by everyone. The practices described apply to organizational as well as diverse, cross-boundary consulting projects. In this book, you will. . . Learn powerful visual tools for all key stages of the consulting process, including marketing your services Understand the predictable challenges of change and how to successfully guide organizations and communities through them Learn how to collaborate with clients to get sustainable results Find tools for using visualization comprehensively, for both inner and outer work Successfully guide change in both organizations and communities The fourth installment in the Visual Facilitation series, this book teaches you how to activate the full range of visual tools, methods, and models to support stepping into successful, contemporary consulting relationships.

The Secrets of Consulting--techniques, strategies, and first-hand experiences--all that you'll need to set up, run, and be successful at your own consulting business.

This book reminds us that a neighborhood that can raise a child, provide security, sustain our health, secure our income, and care for our vulnerable people is within the power of our community.

"The Other Kingdom is about reframing how society views its communal identity. The book proposes to identify what has been considered sacred language and use it as an opening into the experience of community and the commons. It lays out a faith narrative without the negative traces of sectarianism. Readers are dared to imagine the human benefit of an alternative to the market ideology that defines our culture, called the Neighborly Covenant because it enlivens and humanizes the social order. The Other Kingdom proposes language for alternative ways to a covenantal culture, one that is active beyond election years and has different substance in defining society's communal identity"--

Everything you ever wanted to know about consulting—a practical roadmap for aspiring entrepreneurs Seismic changes occurring in the workforce are leading to more and more people entering the world of contract, freelance, and contingency work. Rapid changes in demographics and advances in technology have led companies and talent to engage in profoundly new ways and consulting is one of the keys to success. The New Business of Consulting is authentic and practical, and shares the knowledge and skills required to start and grow a successful consulting business. From how to make a smooth career transition, to how to determine a consulting fee, to how consultants inadvertently create a bad reputation, it covers everything you need to know to thrive and flourish in this competitive field. Covers contemporary topics, such as how to achieve success in the gig economy Discloses a reliable technique to land the clients you want Presents options to help you balance your life and your business Prepares you for naming your business, managing critical financial issues, and building a client relationship Shows you how to take your income and impact beyond working as a solopreneur The crucial start-up days of a consulting business may be frenetic and fraught with questions. This new edition provides sanity and answers all the questions. It includes practical tools, templates, and checklists that you can download and implement immediately.

Consultants work in all fields. They operate from offices and from home, work for investment firms and as personal trainers, or have expertise as accountants and wedding planners. The independence, flexibility, and potential income it brings make for an exciting and satisfying career. And it's an increasingly popular one for highly skilled, motivated professionals who've been laid off in this unstable economy. This guide features tips and tricks to help beat the competition, including how to: Set—and keep—personal and financial goals Organize important paperwork Price and market specific services Create advertising and publicity plans Grow a business, from finding a partner to managing employees Minimize and eliminate business risks Consultants are paid well for their advice—if they know how to operate a successful business. With advice from experts in a variety of areas, this valuable guide helps you create the business of your dreams!

A practical guide to being a trusted advisor for leaders in any industry In this hands-on successor to the popular book The Trusted Advisor, you'll find answers to pervasive questions about trust and leadership—such as how to develop business with trust, nurture trust-based relationships, build and run a trustworthy organization, and develop your trust skill set. This pragmatic workbook delivers everyday tools, exercises, resources, and actionable to-do lists for the wide range of situations a trusted advisor inevitably encounters. The authors speak in concrete terms about how to dramatically improve your results in sales, relationship management, and organizational performance. Your success as a leader will always be based on the degree to which you are trusted by your stakeholders. Each chapter offers specific ways to train your thinking and your habits in order to earn the trust that is necessary to be influential, successful, and known as someone who makes a difference. Self-administered worksheets and coaching questions provide immediate insights into your current business challenges Real-life examples demonstrate proven ways to "walk the talk" Action plans bridge the gap between insights and outcomes Put the knowledge and practices in this fieldbook to work, and you'll be someone who earns trust quickly, consistently, and sustainably—in business and in life.

This new edition gathers more than 22 experts to outline the theory behind consulting, providing insight into change processes and management issues in the field. The business of consulting has grown faster than most other businesses, due not only to increased demand by clients, but also to the innovative capabilities of numerous consulting firms as they develop new services. Divided into six parts, the book introduces readers to the consulting industry, addressing the major practice areas, contexts, and implementations of the field. Significant updates detail the effect of the economic troubles between 2004 and 2010 and then 2010 and now; analyze the market response to consulting in recent years; and provide a more thorough understanding of how consulting is applied in the different areas of a business, such as operations, marketing, and finance. Introductions written by the editors offer further insight into the themes and learning goals of each section, helping readers to recognize the elements of a successful consultation, and utilize their new skill set. The text concludes with a look at the future of consulting with regards to ethics standards and how strong manager-client relationships contribute to financial growth. Readers will also learn how the developing field of entrepreneurship creates new economic structures and job opportunities. Practitioners, consultants, clients, faculty, and students of business and management will learn not only how to consult, but also gain the skills needed to adapt to and lead organizational change, giving them a competitive edge when they enter the field.

The Flawless Consulting Fieldbook and Companion A Guide to Understanding Your Expertise John Wiley & Sons

Don't venture into the consulting field without this essential Fieldbook & Companion! Following on the heels of the best-selling Flawless Consulting, Second Edition comes The Flawless Consulting Fieldbook and Companion. Whether you work as a consultant or you work with consultants, this relentlessly practical guide will be your best friend as you discover how consulting influences your business- and real life-decisions and those of others. The Flawless Consulting Fieldbook and Companion is packed with: Sample scenarios Case studies Client-consultant dialogues Hands-on tools Action plans Implementation checklists "Wow! A companion a business owner can't be without! The insights of 30 consultants the caliber of Peter Block is priceless." --Sue Mosby, principal, CDFM2 Architecture Inc. "This book is a companion piece for both the desktop and bedside of those who do consulting full time or in their role as leader. I plan to keep this book close to me to both guide and inspire my work." --Phil Harkins, president, Linkage, Inc.

Designing Solutions for Your Business Problems is an essential resource for managers and consultants who help organizations resolve ambiguous problems and develop new opportunities. Taking a hands-on, practical approach, Betty Vandebosch—a leading management consultant and educator—outlines the details on how to conduct a proven process for designing solutions. Designing Solutions for Your Business Problems will teach you how to curtail investigation and generate and justify ideas without sacrificing thoroughness, creativity, persuasiveness, and fit. You will be able to capitalize on more opportunities, and your problem-solving skills will become more efficient and your solutions more compelling. This book will help you design better solutions and design them faster. Betty Vandebosch offers a variety of useful techniques such as the "scooping diagram," which provides a framework for action, and the "logic diagram," which tests the validity of a potential solution. In addition, the book contains illustrative real-life examples of the Designing Solutions approach from a variety of organizations.

Consulting in Complex and Changing Times Organizations face challenges today that are too messy and complicated for consultants to simply play doctor: run a few tests, offer a neat diagnosis of the "problem," and recommend a solution. Edgar Schein argues that consultants have to jettison the old idea of professional distance and work with their clients in a more personal way, emphasizing authentic openness, curiosity, and humility. Schein draws deeply on his own decades of experience, offering over two dozen case studies that illuminate each stage of this humble consulting process. Just as he did with Process Consultation nearly fifty years ago, Schein has once again revolutionized the field, enabling consultants to be more genuinely helpful and vastly more effective.

Ugh—meetings. They're where productivity goes to die, right? There has to be a better way. According to leading consultants Dick and Emily Axelrod, there is. Using the same principles that make video games so engaging and that transformed the numbing assembly line into the dynamic shop floor, the Axelrods outline a flexible and adaptable system used to run truly productive meetings in all kinds of organizations—meetings where people create concrete plans, accomplish tasks, build connections, and move projects forward. They show how to design every aspect of a meeting—from the way you greet people at the beginning to how you sum up at the end—so that real work actually gets done. Those who have adopted this system will never go back. Neither will you.

Sell and Market Like a Pro! In this new edition of his classic book, Rain Making, Ford Harding reveals step by step how--even if you've never sold a product in your life--you can become a top performer in your organization. Filled with easy-to-use strategies, checklists, tables, and guides, this book shows you how to: Write articles for professional publications Make cold calls like a sales pro Network to build a lasting customer base Develop a winning sales strategy With this book at your fingertips, you'll get the marketing and sales skills you need to survive--and flourish--one sale at a time!

CLIENT, CLARIFY, CREATE, CHANGE, CONFIRM, CONTINUE, CLOSE = THE SEVEN SECRETS OF CONSULTANCY "Most change methods are effective. For the most part, each one is theoretically sound, well-researched, and clearly articulated. But when they're put in organizations, they fail--at least 70 to 80% of the time". George Smart, Managing Partner, Strategic Development Incorporated The definition of a consultant is someone who facilitates organisational change and provides expertise on technical, functional and business topics during development or implementation. In other words a consultant is someone who helps others to change. However, change isn't such an easy target to achieve. Research shows that the vast majority of change programmes fail. On a daily basis we hear about projects that are delayed, cancelled, over budget or

boycotted by the end user. The problem is that we can never force people to change - remember the backlash against Jamie Oliver's healthy school meals campaign where parents handed junk food to their children through school fences. The key to successful change is to engage with the end user and help them want to change. The Seven Cs of Consulting offers a consistent and collaborative language that helps both consultant and client deliver value through sustainable change. Based around the author's highly successful 7Cs model (Client, Clarify, Create, Change, Confirm, Continue, Close) this approach is simple and accessible but firmly grounded in research and real life experience. The 7Cs approach opens up the complexity of sustainable change to the consultant and client and helps them explore- and then avoid - the real issues that cause change to fail within a more professional and trusting relationship.

Everything you need to know about building a successful, world-class consulting practice Whether you are a veteran consultant or new to the industry, an entrepreneur or the principal of a small firm, The Consulting Bible tells you absolutely everything you need to know to create and expand a seven-figure independent or boutique consulting practice. Expert author Alan Weiss, who coaches consultants globally and has written more books on solo consulting than anyone in history, shares his expertise comprehensively. Learn and appreciate the origins and evolution of the consulting profession Launch your practice or firm and propel it to top performance Implement your consulting strategies in public and private organizations, large or small, global or domestic Select from the widest variety of consulting methodologies Achieve lasting success in your professional career and personal goals The author is recognized as "one of the most highly regarded independent consultants in America" by the New York Post and "a worldwide expert in executive education" by Success Magazine Whether you're just starting out or looking for the latest trends in modern practice, The Consulting Bible gives you an unparalleled toolset to build a thriving consultancy.

Comprehensive and informative wealth of resourceful information for understanding disasters. A guide to understand the various dynamics of manmade, natural, and technological disasters; how these traumas affect those impacted; behavioral and cultural criteria to be considered; identifying and dealing with one's own issues, and more.

This Third Edition to Peter Block's Flawless Consulting addresses business changes and new challenges since the second edition was written ten years ago. It tackles the challenges next-generation consultants face, including more guidance on how to ask better questions, dealing with difficult clients, working in an increasingly virtual world, how to cope with complexities in international consulting, case studies, and guidelines on implementation. Also included are illustrative examples and exercises to help you cement the guides offered.

"the definitive hands-on guide to building a consulting practice that thrives by putting your client first - from one of the acknowledged masters in the field." Dr Simon Dorris, Managing Partner, Lansdowne Consulting "a really informative description of management consulting. Great for the beginner and experienced consultant alike" Helen Routledge, CEO Totem Learning "A practical guide that, once read, will remain in your desk drawer for regular reference. Richard cuts through the noise and gives you insights that you can actually use." Ibi Thomson, Founder & CEO, Issoria - Change Management Consulting. The secret of being a successful management consultant is to focus on the genuine needs of the client and provide the best service to achieve and sustain results. The Management Consultant is your essential guide for both newcomers and practicing consultants to develop the skills that will help you understand your client's needs, identify gaps in knowledge and deliver real value to all parts of your business. Updated to meet the most recent changes in business and technology with the same comprehensive and clear approach, expert practitioner Richard Newton shows you exactly what you need to know, do and deliver to be a great management consultant. Whether you are a consultant, working with consultants or buying a consultancy, this is the only book you will need.

" We need our neighbors and community to stay healthy, produce jobs, raise our children, and care for those on the margin. Institutions and professional services have reached their limit of their ability to help us. The consumer society tells us that we are insufficient and that we must purchase what we need from specialists and systems outside the community. We have become consumers and clients, not citizens and neighbors. John McKnight and Peter Block show that we have the capacity to find real and sustainable satisfaction right in our neighborhood and community. This book reports on voluntary, self-organizing structures that focus on gifts and value hospitality, the welcoming of strangers. It shows how to reweave our social fabric, especially in our neighborhoods. In this way we collectively have enough to create a future that works for all. "

Corporate downsizing and outsourcing have created tremendous opportunities for millions of professionals to own and manage their own businesses. With the explosion of inexpensive home office technology, it is easier than ever to set up shop. For those about to take the plunge as consultants, this newly revised edition shows how to make the leap successfully.

The Unbeatable, Updated, Comprehensive Guidebook For First-Time Consultants Getting Started In Consulting More people than ever are making the jump from corporate offices to home offices, taking control of their futures, being their own bosses, and starting their own consultancies. Consulting is a bigger business than ever and growing every day. For almost a decade, Alan Weiss's Getting Started in Consulting has been an indispensable resource for anyone who wants to strike out on his own and start a new consulting business. It provides a rich source of expert advice and practical guidance, and it shows you how you can combine low overhead and a high degree of organization to add up to a six- or even seven-figure income. You'll learn everything you need to know about financing your business, marketing your services, writing winning proposals, meeting legal requirements, setting fees, keeping the books, and much more. This new Third Edition of Getting Started in Consulting is more comprehensive, up to date, and practical than ever. In addition to the nuts-and-bolts basics, you'll also get a wealth of new information and resources: How to leverage new technologies to lower your business costs and increase your profits A budget sampler that shows you how best to maximize an initial start-up investment of \$5,000, \$10,000, or \$20,000 Free downloadable tools and forms to help you design and start your business quickly and easily New interviews with consultants who achieved rapid success, including their personal stories and most effective techniques Brand-new references, examples, and appendices If your dream in life is to get out of the office and out on your own, consulting is a great way to make it happen. Make sure you do it right—and do it profitably—with Getting Started in Consulting, Third Edition.

A TikTok sensation, this rom-com about a young woman who agrees to fake date a colleague and bring him to her sister's wedding has "everything you could want in a romance" (Helen Hoang, New York Times bestselling author). Catalina Martín desperately needs a date to her sister's wedding. Especially since her little white lie about her American boyfriend has spiralled out of control. Now everyone she knows—including her ex and his fiancée—will be there and eager to meet him. She only has four weeks to find someone willing to cross the Atlantic and aid in her deception. New York to Spain is no short flight and her raucous family won't be easy to fool. Enter Aaron Blackford—her tall, handsome, condescending colleague—who surprisingly offers to step in. She'd rather refuse; never has there been a more aggravating, blood-boiling, and insufferable man. But Catalina is desperate, and as the wedding draws nearer, Aaron looks like her best option. And she begins to realize he might not be as terrible in the real world as he is at the office.

Designed as the go-to reference for managing a consulting business, The Business of Consulting is candid, practical, and eminently useful. Fine-tuned to address the changes in today's business

environment, this vital resource outlines the basics for managing a consulting practice and shows how to: Develop a business plan Market your business Charge for your services Build a client relationship Grow the business Ensure your continued professional growth Make money in the profession

Beside talent and a sterling portfolio, what can world-class consultants like Deloitte & Touche, Societe General and Towers Perrin boast has helped them achieve success in our entrepreneurial economy? They all have the inside track on the indispensable "Trusted Advisor" model for client relationships, created by renowned experts Charles Green and Robert Galford. Now Green and Galford have teamed up with the acclaimed David Maister in order to help their latest high-profile, fast-forward client: you. In this straightforward guide, Maister, Green and Galford show readers that the key to professional success goes well beyond technical mastery or expertise. Today, it's all about the vital ability to earn the client's trust and thereby win the ability to influence them. In these high risk times, trust is more valuable than gold. With this critical, highly detailed and accessible resource, readers will learn the five crucial steps for developing, managing and improving client confidence. For both emerging and established entrepreneurs and consultants, THE TRUSTED ADVISOR is the first truly indispensable business book of the decade.

An updated guide to the art and impact of business mentoring provides advice on how to become an effective mentor and offers tips for improving employee confidence, competence, and creativity. Original. 25,000 first printing.

From Facebook Messenger to Kik, and from Slack bots to Google Assistant, Amazon Alexa, and email bots, the new conversational apps are revolutionizing the way we interact with software. This practical guide shows you how to design and build great conversational experiences and delightful bots that help people be more productive, whether it's for a new consumer service or an enterprise efficiency product. Ideal for designers, product managers, and entrepreneurs, this book explores what works and what doesn't in real-world bot examples, and provides practical design patterns for your bot-building toolbox. You'll learn how to use an effective onboarding process, outline different flows, define a bot personality, and choose the right balance of rich control and text. Explore different bot use-cases and design best practices Understand bot anatomy—such as brand and personality, conversations, advanced UI controls—and their associated design patterns Learn steps for building a Facebook Messenger consumer bot and a Slack business bot Explore the lessons learned and shared experiences of designers and entrepreneurs who have built bots Design and prototype your first bot, and experiment with user feedback

A classic revised and updated for the twenty-first-century consultant Revised and updated for consulting in the twenty-first century, this new edition is for anyone who wants to know what consulting is really like as a career, as a living, and as a life. Geoffrey Bellman reveals how to make the job rewarding both financially and personally as he examines the practical issues of managing time, clients, and money as well as such broader concerns as how to balance work with family life. At once practical and personal, this book is for all types of consultants, all those who work with consultants, and all those who dream of being consultants. Geoffrey M. Bellman (Seattle, WA) has consulted to organizations of all sizes, from the inside and outside, including numerous Fortune 500 companies. He is the author of several well-received books, including Getting Things Done When You re Not in Charge the bestselling book that has sold more than 80,000 copies.

Coaching is an essential skill for leaders. But for most busy, overworked managers, coaching employees is done badly, or not at all. They're just too busy, and it's too hard to change. But what if managers could coach their people in 10 minutes or less? In Michael Bungay Stanier's The Coaching Habit, coaching becomes a regular, informal part of your day so managers and their teams can work less hard and have more impact. Coaching is an art and it's far easier said than done. It takes courage to ask a question rather than offer up advice, provide an answer, or unleash a solution. Giving another person the opportunity to find their own way, make their own mistakes, and create their own wisdom is both brave and vulnerable. It can also mean unlearning our "fix it" habits. In this practical and inspiring book, Michael shares seven transformative questions that can make a difference in how we lead and support. And, he guides us through the tricky part - how to take this new information and turn it into habits and a daily practice. -Brené Brown, author of Rising Strong and Daring Greatly Drawing on years of experience training more than 10,000 busy managers from around the globe in practical, everyday coaching skills, Bungay Stanier reveals how to unlock your peoples' potential. He unpacks seven essential coaching questions to demonstrate how---by saying less and asking more--you can develop coaching methods that produce great results. - Get straight to the point in any conversation with The Kickstart Question - Stay on track during any interaction with The AWE Question - Save hours of time for yourself with The Lazy Question, and hours of time for others with The Strategic Question - Get to the heart of any interpersonal or external challenge with The Focus Question and The Foundation Question - Finally, ensure others find your coaching as beneficial as you do with The Learning Question A fresh, innovative take on the traditional how-to manual, the book combines insider information with research based in neuroscience and behavioural economics, together with interactive training tools to turn practical advice into practiced habits. Dynamic question-and-answer sections help identify old habits and kick-start new behaviour, making sure you get the most out of all seven chapters. Witty and conversational, The Coaching Habit takes your work--and your workplace--from good to great.

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