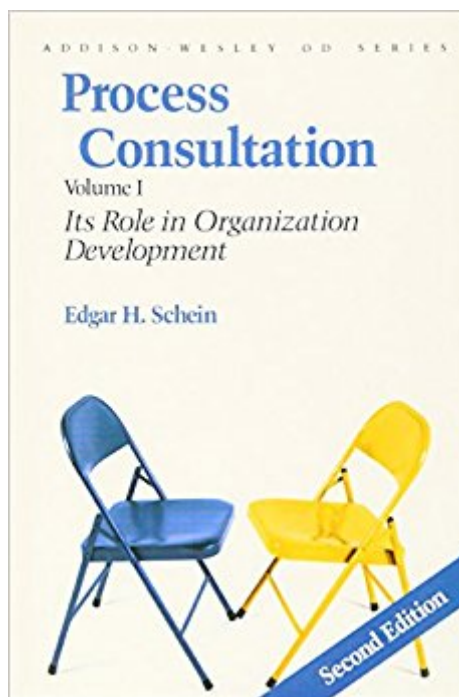




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# Process Consultation: Its Role In Organization Development, Volume 1 (Prentice Hall Organizational Development Series) (2nd Edition)



## Synopsis

This book shows you how to influence a situation in the workplace without the direct use of power or formal authority.

## Book Information

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## Customer Reviews

This book was originally written to communicate to my academic colleagues what I did when I went off to work with a company and to describe for consultants and managers my view of important events that occurred in organizations.

The original Ed Schein - insightful, humble and realistic. Forget many OD writers and get to the source

The best book on the topic.

difficult to exercise

This book is the great; I highly recommend it anyone that is interested in Process Consultation and/or Organizational Conflict Resolution.

Product arrived in a very speedy 9 days (for an APO address this is fantastic!!) Needed this book

quickly to replace the same book I ordered from another vendor a month and a half ago!! I would buy from this vendor again any day! Saved me having to drop a class! Packaging was outstanding! Book was wrapped in plastic, then in tissue (with a nice little sticker), then in bubble wrap, and in the mailing wrapper. Book is in immaculate shape! Very happy :)

I had a client read part of this - specifically the part distinguishing between the types of consultants, and it helped him understand why the practice of observing and 'coaching' will be helpful in ways that any typical expert-driven, prescriptive approach could never be.

Schein sees the vital importance balancing the clients tasks and relationships in the work place. Helping clients see the vital importance of their teams interpersonal relationships can lead to efficient task performance. And Schein in Process Consultation offers priceless insight into consulting clients so effective performance results through the united efforts of people and teams. The charts on problem solving and rating group effectiveness are worth the price alone. A must have for leaders and consultants.

Process Consultation opened up my eyes to a whole new way of handling different situations within the work environment. It isn't written for managers but I would recommend this to any manager without a doubt. Edgar's approach isn't to provide solutions but to provide a different perspective on how other people in the organization feel and react to a situation. I really liked his sit back and listen approach and how rushing to a solution isn't always the best approach. He wanted the managers to solve their own problems but he provided the mechanism for people within the organization to provide feedback to the manager. He also felt that it wasn't right to push a solution onto someone and laid the concept that it was better to wait until someone was ready to fix the problem. What I thought would be good for a manager type is all of the great situations that Edgar laid out in the book. I was glued to each example and it was in those examples that opened my eyes to new ideas and situations that I have never experienced.

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