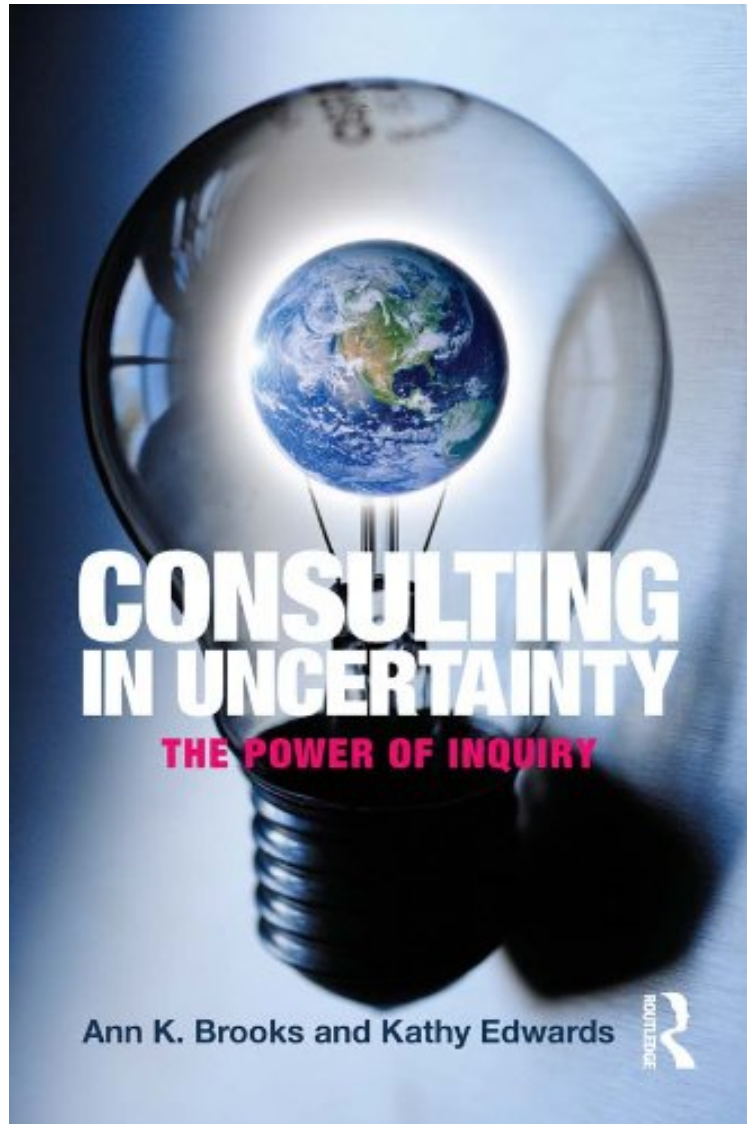


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Consulting in Uncertainty: The Power of Inquiry

Ann K. Brooks, Kathy Edwards
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Ann K. Brooks, Kathy Edwards : Consulting in Uncertainty: The Power of Inquiry before purchasing it in order to gage whether or not it would be worth my time, and all praised Consulting in Uncertainty: The Power of Inquiry:

1 of 1 people found the following review helpful. book transcends advice for consultants and goes to the heart of building lasting relationships in any environmentBy north/south readerI have used consultants in my business career and I wish that they had used the techniques in this book, as they approached their engagement with my company. I was given this book by a former colleague of mine who now owns and operates a medium sized business. In giving me the book he asked that I read it, so that I could refer him to a consultant who worked in a manner similar to one the out-

lined in this book. The knowledge shared in this book could be used in any setting where building and maintaining relationships is the key to understanding the client's needs. This understanding ultimately leads to successful outcomes for the client and the consultant. The authors assume that the reader is beyond the basic MBA skills of consulting, number crunching and standard strategy development. The book utilizes a new way of interacting with clients who are functioning in a multicultural, multilayer and dynamic world. The book should be used by the professional consultant to elevate their skills so that they are able to work in this evolving environment. It is ultimately useful for professionals who want to develop and maintain long term relationships with their clients. This book is a "how to book" designed for the working professional. Any consultant or head of an organization should find the advice in this book useful. I suspect that it will become a well used reference book for the professional consultant working in the field today.

The traditional model of consulting places an emphasis on diagnosing a problem and finding a cure. But in today's business world of globalized organizations, rapid knowledge proliferation, and the intertwining of economies, that approach is becoming less and less viable; problems are quickly redefined, new knowledge (and ownership of that knowledge) is constantly surfacing and being challenged, and no solution is a permanent solution. Consulting in Uncertainty articulates a model of consulting that addresses the uncertainty and interconnectedness of the world in a post-industrial, knowledge era. Emphasizing outcomes and inquiry over 'diagnosis', Brooks and Edwards outline this new consulting model, as well as the skills consultants must bring to the table in any uncertain and dynamic environment. Integrating practical knowledge with scholarship, this book covers skills such as: Relational skills and the consulting relationship, Cultural awareness and related skills, Contextual analysis, Facilitating inquiry, Collecting and efficiently analyzing data or information. Consultants and students of consulting, as well as managers, teachers, counselors, and even parents, will find this book enlightening and useful in navigating today's uncertain world.

"I don't believe I've read a more intelligent, worthwhile, provocative, and insightful treatment of consulting than offered here. This book portrays a view of consulting that is both impelling and constructive. Every continuing and prospective consultant must have a copy." - R. Wayne Pace, Professor Emeritus of Organizational Leadership at the Marriott School of Management, Brigham Young University, USA. "Consulting in Uncertainty is a highly readable, entertaining world of practical advice aimed at anyone genuinely interested in enabling ethical partnerships and mutual knowledge-sharing with those they serve. The collaborative inquiry approach here, time-honored in progressive adult education circles, is not for the faint-hearted. But for those who take consulting seriously, it's about time that we had a no-nonsense book that eschews simplistic solutions and tackles the uncertainty facing today's organisations." - Tara Fenwick, Professor of Professional Education at University of Stirling, UK. "This is a very important book to bring the field of consulting into the real world of complexity, uncertainty, and multi-culturalism by emphasizing inquiry and problem solving with clients rather than for them." - Edgar H. Schein, Society of Sloan Fellows Professor of Management Emeritus at the MIT Sloan School of Management, USA. "Consulting in Uncertainty is a must-read for consultants whose projects result in anything but complete success. This contemporary perspective of consulting provides evidence that traditional consulting often lacks the human and emotional inquiry necessary to deal with our clients. Brooks and Edwards concede that we must rethink our consulting approach if we are to get to the root of the client/consultant issue. I'll re-read this book again and again; it makes transparent the invisible but important human element of emotions and inquiry." - Therese Yaeger, Professor, College of Business, Benedictine University, USA. About the Author Ann Brooks is a Professor of Adult Education at Texas State University, USA. Kathy Edwards is a faculty member in the Management Department at the University of Texas at Austin, USA.