

## **Flawless Consulting: A Guide to Getting Your Expertise Used (Second Edition)**

by Peter Block

This is an amazing book! Peter Block's *Flawless Consulting*, is a textbook appropriate not only for consultants but for anyone that wants to share their expertise with others. Block explains, "You are consulting any time you are trying to change or improve a situation but have no direct control over the implementation."

About his audacious title, he asserts that it is possible for us to operate without error. To consult flawlessly "requires intense concentration on two process. (1)Being as authentic as you can be at all times with the client; (2)Attending directly, in words and actions, to the business of each stage of the consulting process."

Having set the bar extremely high, Block doesn't leave the reader trying to figure out what "being authentic" and "attending to the business of each stage" means. *Flawless Consulting* is an extremely practical book. *Flawless Consulting* is replete with checklists, case scenarios, suggested wording (sometimes entire scripts), business recommendations, and practical insights. The book is saturated with Block's wonderful sense of humor and humanity.

Unlike some second editions that are content to simply add a new preface and some cosmetic changes to the dust jacket, Block has updated information throughout the book and added entirely new chapters on: Whole-System Discovery, Implementation, Strategies for Engagement, Ethics and the Shadow Side of Consulting, The Heart of the Matter.

Though not a consultant in the formal sense, I found his insights delightfully applicable to my day-to-day work. So much so that I nearly underlined every line in the book and made notes in the margins! Despite all the great information I gleaned, I think people more formally involved in consulting will get even more from *Flawless Consulting*. I highly recommend this book for anyone who interested in *Getting Your Expertise Used*.

In addition to the two prefaces, the chapters are:

Chapter 1 A Consultant by Any Other Name

Chapter 2 Techniques Are Not Enough

Chapter 3 Flawless Consulting

Chapter 4 Contracting Overview

Chapter 5 The Contracting Meeting

Chapter 6 The Agonies of Contracting

Chapter 7 The Internal Consultant

Chapter 8 Understanding Resistance

Chapter 9 Dealing with Resistance

Chapter 10 From Diagnosis to Discovery

Chapter 11 Getting the Data

Chapter 12 Whole-System Discovery

Chapter 13 Preparing for Feedback

Chapter 14 Managing the Feedback Meeting

Chapter 15 Implementation

Chapter 16 Strategies for Engagement

Chapter 17 Some Tools for Engagement

Chapter 18 Ethics and the Shadow Side of Consulting

Chapter 19 The Heart of the Matter

Appendix Another Checklist You Can Use (7 checklists actually)

