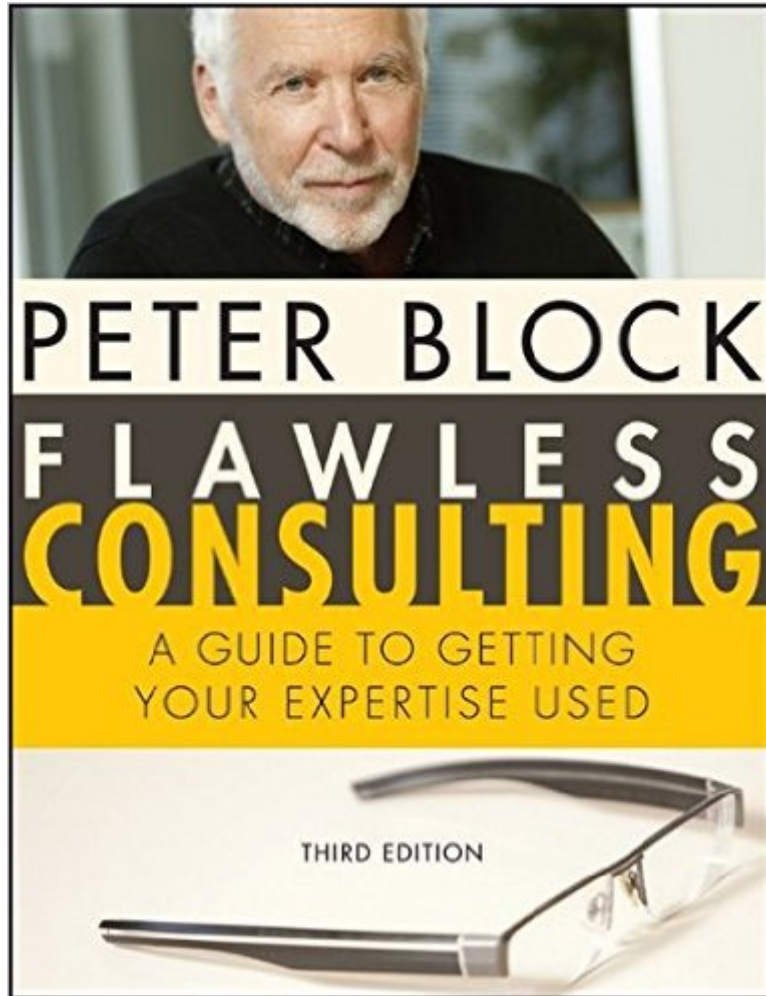


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Flawless Consulting: A Guide To Getting Your Expertise Used



Synopsis

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.

Book Information

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Customer Reviews

I know this is aimed at consultants, but all of us are consultants, so long as we have to negotiate a work relationship with someone else. And Block shows you how to do this in a clear, engaging way that may have a profound impact on your life. I have had a copy of this book in all its iterations. I use the current edition in a course I teach. The feedback from the students is that this "soft" stuff is far more useful to them than the technical part of the class--because they realize that most of the obstacles to their work involve people more than actual technical problems. Some people dismiss this book because it is so "soft." But it is really filled with excellent advice (even scripting conversations for you). And, more importantly, it asks you to confront your own sense of "victimhood." People have choices. You have choices. Your client (or boss) has choices. Make yours. Let your boss make hers (his). And then do the best you can. This sounds simple. But just try it sometime. You will feel like the bravest person you can imagine--and you will be just that. And

once you have absorbed that most important lesson, all the rest of the book will fall into place for you. And Block is an engaging writer. You will enjoy the journey. I can't recommend this book enough.

Purchased *Flawless Consulting* for some information on how to market myself as a consultant and be effective in that role. I was expecting a book with tips and tricks for being an effective consultant - along with some cautionary tales and advice from the trenches. This book does not provide the information in a very digestible format. It is very nuts and bolts. Do this, do that, don't do this, do that... with almost zero stories from the field to teach the lessons of the book. There is good information here... but it is a bear to get through it.

A recent workplace development course entitled "Effective Workplace Consulting" led me to this book. The return on investment was invaluable within the first chapter. Block confirmed that I was performing out of role and taught me to consult with peers and not take on their work. Within the first chapter, I have redefined workplace project roles and tasks, moved to 1:1 meetings with project team members and everyone thanked me as I gingerly gave them their work back. Block prepared me for any resistance which led to better meeting preparation...within the first chapter. I am now acting as a consultant opposed to "manager". My supervisor noticed the change and tendered a compliment on my meeting management within a week of my beginning this book. This book made the difference! I should have read this book two years ago for my current role and 15 years ago as I started in my career. You cannot afford to not read this book. Personally and professionally Block will show you that you may be acting out of role, futilely exerting energy and setting yourself up for failure. I am now a Peter Block fan. How well do you manage resistance when pursuing your own needs when consulting --- ask Peter Block How well do you garner commitment from others - ask Peter Block What should you define in your contract - ask Peter Block How do you determine if you are "effective" - ask Peter Block What is the discovery model for problem solving that you can use time after time - ask Peter Block

The ideas in this book are great and helpful. That's the good part. The problem is in the meandering writing style and the steps within steps within (well, you get the idea). This book is certainly a must have as a quick reference, but as a cover to cover read, it gets a bit cumbersome.

This book was a required text for my graduate studies at USC. I was immediately drawn into it and

loved the way Block converted years of experience into easy to read format for beginner as well as experienced professionals. It's an easy read for people with busy lives as well as students who want to learn more about consulting after they graduate. Block does a great job warning about crossing the line from consultant to employee when dealing with clients as well as how to deal with resistance. I recommend this book for anyone who wants to get into the consulting industry or for seasoned pros who want another perspective as a way to keep their sword sharp!

If you are not interested in authenticity and are not the patient sort, this book isn't for you. If wealth creation is your primary driver, this book isn't for you either. The focus of this book is on how authenticity can help you do a better job, and win the respect as well as loyalty of your clients. The consulting process recommended by Peter requires patience (consulting is a process and not an overnight solution, the consultant is not the doctor but a partner, and the client is not an observer but a participant), and require that consultants have the courage to not only educate the client, but to turn down clients. It may seem a bit idealistic in the real world and not always applicable - I know this because not every consulting company is going to be authentic. Consultants may be coerced to meet sales targets, make quick profits, or they may be oversold (or undersold) by the sales team (in some consulting firms, the principals do not do the sales & contracting - they deliver after the contract is signed. The sales and contracting is done by a different team). Nevertheless, the principles and values, espoused by Peter is something I personally share. The content is presented in an easy to read delivery. Templates can be downloaded through the author's website.

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