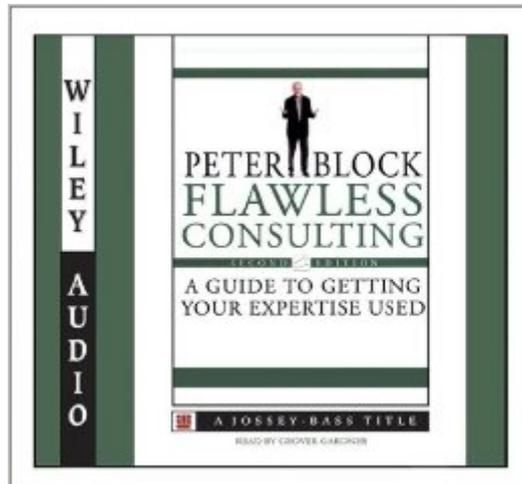


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# Flawless Consulting (Wiley Audio)



## Synopsis

Flawless Consulting is the best-selling consulting book of all time. For fifteen years, internal and external consultants have relied on Flawless Consulting, the "consultant's bible," to learn how to deal effectively with clients, peers, and others.

## Book Information

Series: Wiley Audio

Audio CD

Publisher: Penton Overseas; 2nd edition (January 1, 2001)

Language: English

ISBN-10: 1560159596

ISBN-13: 978-1560159599

Product Dimensions: 5.3 x 5 x 1.1 inches

Shipping Weight: 6.6 ounces

Average Customer Review: 4.4 out of 5 stars [See all reviews](#) (81 customer reviews)

Best Sellers Rank: #1,631,768 in Books (See Top 100 in Books) #266 in [Books > Books on CD > Business > Career](#) #815 in [Books > Business & Money > Small Business & Entrepreneurship > Consulting](#) #1176 in [Books > Books on CD > Business > General](#)

## Customer Reviews

I liked this book very much, because it focuses on the style of consulting I like to do -- increasing the capacity of the client to find and implement her/his own solutions. What especially impressed me was the great care placed on how to establish the relationship with the client, as well as defining the assignment. Consultants love to define assignments, but often don't give much thought to the relationship. The emphasis should be just the opposite. The book is nicely balanced between the needs of those who supply internal consulting (whether formally, or as staff resources) and external consultants and experts. I have played both roles, and each one teaches you something you need to know in order to be a better consultant. This is the only book on consulting that I have read that captures both perspectives and roles well. A great strength of the book is that there are extensive examples of the same issue so that you can get a good perspective, even if you don't yet have much experience as a consultant. So it is a terrific book for those who are new to consulting. For those of us who have a few decades of consulting experience, there is still a lot to learn. I was especially helped by the extensive list of ways to diagnose what may be going wrong when the client asks questions or is inactive. I was helped even more by many ingenious responses to those

situations that had never occurred to me. This is a principled book, one that considers the needs of the client and the consultant in a fair and even-handed way. It also gives you the perspective you need to apply those principles.

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 processes. (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*.

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