

## The Consultants Big Book Of Organization Development Tools 50 Reproducible Intervention Tools To Help Solve Your Clients Problems Consultants Big Book Series

What's Your Green Goldfish is based on the simple premise that employees are the key drivers of customer experience and that "Happy Employees Create Happy Customers." The book focuses on 15 different ways to drive employee engagement and reinforce a strong corporate culture. It's the second book in the goldfish trilogy. The first book was an Amazon Best Seller entitled, What's Your Purple Goldfish. Purple focused on customers, whereby Green focuses on employees. Both books are based on a revolutionary new approach called marketing g.l.u.e. (marketing by giving little unexpected extras). The book is based on the findings of the Green Goldfish Project, an effort which crowd sourced 1,001 examples of signature added value for employees. Key themes emerged from the Project. The book is filled with over 200 examples. PRAISE FOR WHAT'S YOUR GREEN GOLDFISH "Stan is the sherpa that guides executives along the journey between the heart and mind of business stakeholders. Stakeholders aren't always customers though. At a time when company vision and culture matters more than ever, it takes inspired and engaged employees to bring them to life." - Brian Solis, author of What's the Future of Business #WTF, The End of Business as Usual and Engage "So often overlooked, and so very vital to building company value... empowering employees to support each other and the brand. Stan Phelps 'gets' it and Green Goldfish will walk you step-by-step though achieving this critical goal." - Ted Rubin, author of Return on Relationship "Great customer centric organizations only exist because of engaged and empowered employees. The Green Goldfish is packed with awesome examples of what world class companies are doing today to inspire and reward their employees. If you see value in truly building an "A Team," Green Goldfish will be, without question, your single best reference." - Chris Zane, Founder and President of Zane's Cycles, author of Reinventing the Wheel, the Science of Creating Lifetime Customers "Stan Phelps takes customer service to a whole new level by focusing on EMPLOYEE service, and how to do well by your employees - so they take care of your customers. Packed with stories, insights and R.U.L.E.S. any company can follow, this book is a must-read for managers of companies of all shapes and sizes who know that employees don't leave jobs - they leave managers, especially when they don't feel your love and appreciation. Pick this up, and start engaging your team and making more GREEN - Phil Gerbyshak, author of The Naked Truth of Social Media "Our large-scale research shows unequivocally that engaged employees are more likely to work longer, try harder, make more suggestions for improvement, recruit others to join their company, and go out of their way to help customers. They even take less sick time. Companies can tap into the enormous value of engaged employees by following the 15 ideas that Stan lays out in this book." - Bruce Temkin, author of The Six Laws of Customer Experience "Too often, the actual employment experience delivered on the job does not measure up to the version sold to job candidates during the interview process. In What's Your Green Goldfish, Stan Phelps offers 15 ways to close the gap." - Steve Curtin, author of Delight Your Customers: 7 Simple Ways to Raise Your Customer Service from Ordinary to Extraordinary (AMACOM, June 2013) "In What's Your Green Goldfish, Stan Phelps brilliantly applies the idea of 'doing a little something extra' for employees. You know, those people that actually get the work done and keep customers happy. Read it, put some of the ideas to work, and soon you'll be reaping more 'green' from your customers." - Bob Thompson, Founder and CEO, CustomerThink Corp. Get to What Matters provides tools to navigate your conversations toward a desired destination. Instead of anxiety and uncertainly in a difficult interaction, you can feel in control-with a toolbox of options to dig deeper into what people mean and want. The resulting sense of calm and control changes the dynamic, reduces the stress we often feel during tense exchanges and assures a productive way forward. Regardless of the situation-a disappointed client, an upset colleague, or a demanding boss-these tools can guide you both to a positive outcome. Peppered with case studies, research, and decades of practical application, Get to What Matters offers you listening tools, a spectrum of powerful questions and further tips to enhance the journey. Make the most of your next important conversation.

Richards, F. T. (Frederick Thompson), 1864-1921..... Arthur Burdett Frost (January 17, 1851 - June 22, 1928), usually cited as A. B. Frost, was an American illustrator, graphic artist and comics writer. He was also well known as a painter. Frost's work is well known for its dynamic representation of motion and sequence. Frost is considered one of the great illustrators in the "Golden Age of American Illustration". Frost illustrated over 90 books and produced hundreds of paintings; in addition to his work in illustrations, he is renowned for realistic hunting and shooting prints..... Peter Sheaf Hersey Newell (March 5, 1862 - January 15, 1924) was an American artist and writer. He created picture books and illustrated new editions of many children's books..... John Kendrick Bangs (May 27, 1862 - January 21, 1922) was an American author, humorist, editor and satirist. Biography: He was born in Yonkers, New York. His father Francis Nehemiah Bangs was a lawyer in New York City, as was his brother, Francis S. Bangs.He went to Columbia College from 1880 to 1883 where he became editor of Columbia's literary magazine, Acta Columbia, and contributed short anonymous pieces to humor magazines. After graduation in 1883 with a Bachelor of Philosophy degree in Political Science, Bangs entered Columbia Law School but left in 1884 to become Associate Editor of Life under Edward S. Martin. Bangs contributed many articles and poems to the magazine between 1884 and 1888. During this period, Bangs published his first books. In 1888 Bangs left Life to work at Harper's Magazine, Harper's Bazaar and Harper's Young People, though he continued to contribute to Life. From 1889 to 1900 he held the title of Editor of the Departments of Humor for all three Harper's magazines and from 1899 to 1901 served as active editor of Harper's Weekly. Bangs also served for a short time (January-June 1889) as the first editor of Munsey's Magazine and became editor of the American edition of the Harper-owned Literature from January to November 1899. In 1894, Bangs ran for the office of mayor of Yonkers, New York, but was defeated. He also was a member of the Board of Education in Yonkers. He left Harper & Brothers in 1901 and became editor of the New Metropolitan magazine in 1903. In 1904 he was appointed editor of Puck, perhaps the foremost American humor magazine of its day. In this period, he revived his earlier interest in drama. In 1906 he switched his focus to the lecture circuit. During the period between 1901 and 1906, Mr. Bangs was known to have spent at least parts of his summers at the Profile House in Franconia, New Hampshire. He owned one of the 20 connected cottages adjacent to the large hotel, which he sold to Cornelius Newton Bliss in August 1906. As a satirical writer, he was also known in the "Profile Cottage" circles as a jokester and prankster and was frequently the jovial topic of hotel guests and cottage owners alike. In 1918, he lectured for the Young Men's Christian Association and allied troops on the battle front in France during World War In 1886, he married Agnes L. Hyde, with whom he had three sons. Agnes died in 1903. Bangs then married Mary Blakeney Gray of New York in 1904. In 1907 they moved from Yonkers to Ogunquit, Maine. John Kendrick Bangs died from stomach cancer in 1922 at age fifty-nine, in Atlantic City, New Jersey.....

The Long-Awaited Update for Building a Thriving Consultancy Completely updated for today ' s busier-than-ever consultants, this classic guide covers the ins and outs for competing and winning in this ultracompetitive field. You ' ll find step-by-step advice on how to raise capital, attract clients, create a marketing plan, and grow your business into a \$1 million-per-year firm, plus brand-new material on: Blogging and social networking Global consulting Delegating labor Profiting in a troubled market Retainer business Internet marketing Praise for the previous editions of Million Dollar Consulting: " If you ' re interested in becoming a rich consultant, this book is a must read. " Robert F. Mager, founder and president, Mager Associates, and member of the Training & Development Hall of Fame " Blast out of the per diem trap and into value billing. " Jim Kennedy, founder, publisher, and editor, Consultants News " The advice on developing price structure alone is worth a hundred times the price of the book. " William C. Byham, Ph.D., author of Zapp! " Must reading for those who are beginning a practice or seeking to upgrade an existing practice. "

Victor H. Vroom, John G. Searle Professor, School of Management, Yale University  
Beyond Dollars: 15 Ways to Drive Employee Engagement and Reinforce Culture

A Real Guide from Real Experts on Getting the Job You Want!

Clark's Big Book of Bargains

The Irresistible Consultant's Guide to Winning Clients

50 Reproducible Intervention Tools to Help Solve Your Clients' Problems

A Collaborative and Systems Approach to Performance, Change and Learning

What's Your Green Goldfish?

*The ThinkNP Guide to Nonprofit Consulting is just what it says: practical, and specifically about working with nonprofits. The book doesn't just tell you what to do. Through 140+ exercises - big and small - you take the steps necessary to build your own business working with nonprofits. You will... - Figure out whether consulting to nonprofits is the right path for you. - Build your support systems and infrastructure, like where you will be working, setting goals, building your team, examining your hardware and software needs (and more) - Make sure you have the systems in place, like accounting, banking, budgets, attorney, insurance, registration, pricing, (and much more) - Build your marketing to generate sales, from laying the groundwork in selecting your niche and identifying your target markets, to specific techniques to get nonprofits to recognize you as a valued service provider (and much, much more) Whether you're exploring, starting up, or an experienced consultant or freelancer, you'll find powerful exercises to build your confidence, identify where you need to grow, and set a platform for hitting the ground running in your nonprofit consulting business. To get the most out of this book, "The ThinkNP Guide to Nonprofit Consulting: A Practical Workbook for Your Success," pair it with a membership to ThinkNP.com. These pages and ThinkNP both give you the basics, and you'll come to rely on ThinkNP as your continuing education program for nonprofit consulting success.*

*Collection of short stories and poems from the hopes , dreams and world view of a 8 yr old girl.*

*Over 70,000 copies in print It's the classic guide to success in the demanding world of consulting.*

*Clark Howard, the bestselling author of 'Get Clark Smart and host of the nationally syndicated radio program The Clark Howard Show, wants to show you how to get the best bang for your buck--whether you are at the supermarket, buying new clothes, renovating your home, or going to the movies. Learn how to pay \$12.95 for a CD that costs \$19.95. Find out why a \$90 VCR just may work better than a \$300 VCR.*

*Sap Certified Application Professional Service With Sap Crm 7.0*

*Dangerous Company*

*A Little Book on Making Big Decisions*

*How to solve big problems and sell solutions like top strategy consultants*

*How to Get a Job in Consulting*

*No More Consultants*

*We Know More Than We Think*

This is the fully updated second edition of the best-selling book that has helped hundreds of MBAs, undergrads and experienced hires get jobs in consulting. It gives candidates an in-depth, insider look at the entire process of recruiting, including how to get the most out of on-campus events, how to network, how to prepare for interviews, and how to succeed in interviews.

Managerial styles are influenced by habit, familiarity, and workplace culture. It's no wonder that well-intentioned professionals doing their best to be good organizational leaders often repeat unhelpful supervisory practices experienced in their early careers, even if they disliked them at the time. In the DUH! Book of Management and Supervision, the author disagrees with many accepted leadership principles (unabashedly referring to them as myths) and makes new and different approaches easier to imagine. Her challenging and controversial concepts illustrated with poignant stories suggest common-sense and immediately applicable alternatives more suitable in today's workplace.

Set your baby on the path to consulting - because it's never too early to prep for your first steerco! Follow Consultant Cat, Partner Panda, Analyst Armadillo, and the rest of the case team as they learn the ins and outs of consulting. Written by a management consultant, The ABCs of Consulting is a fun and simple introduction to the fast-paced world of consulting. Babies and adults alike will learn to appreciate the importance of carry-on luggage, how useless footnotes are, and the magic powers of the word "key"!

Solving complex problems and selling their solutions is critical for personal and organizational success. For most of us, however, it doesn ' t come naturally and we haven ' t been taught how to do it well. Research shows a host of pitfalls trips us up when we try: We ' re quick to believe we understand a situation and jump to a flawed solution. We seek to confirm our hypotheses and ignore conflicting evidence. We view challenges incompletely through the frameworks we know instead of with a fresh pair of eyes. And when we communicate our recommendations, we forget our reasoning isn ' t obvious to our audience. How can we do it better? In Cracked It!, seasoned strategy professors and consultants Bernard Garrette, Corey Phelps and Olivier Sibony present a rigorous and practical four-step approach to overcome these pitfalls. Building on tried-and-tested (but rarely revealed) methods of top strategy consultants, research in cognitive psychology, and the latest advances in design thinking, they provide a step-by-step process and toolkit that will help readers tackle any challenging business problem. Using compelling stories and detailed case examples, the authors guide readers through each step in the process: from how to state, structure and then solve problems to how to sell the solutions. Written in an engaging style by a trio of experts with decades of experience researching, teaching and consulting on complex business problems, this book will be an indispensable manual for anyone interested in creating value by helping their organizations crack the problems that matter most.

A Complete K-8 Sourcebook of Team and Lifetime Sport Activities for Skill Development, Fitness and Fun!

50 Instruments to Help You Assess and Diagnose Client Needs

Cracked it!

How Management Consultants Steal Your Watch and Then Tell You the Time

How to Make it Big as a Consultant

Sequencing

Clark Howard Teaches You How to Get the Best Deals

*This deeply insightful guide to understanding what clients really want is "an indispensable resource for consultants" (Keith Ferrazzi, #1 New York Times-bestselling author of Never Eat Alone). Independent consulting is a potentially lucrative enterprise—but the reality seldom matches the dream. Most solo consultants and boutique consulting firms are perpetually within six months of bankruptcy due to the sputtering unreliability of their new business engines. The problem, according to international consulting expert David A. Fields, is twofold: 1) lack of a consistent, proven plan, and 2) fundamental misunderstanding about what clients want in a consultant. Fields, who has helped hundreds of consultants and boutique firms worldwide build profitable, sustainable practices, replaces the typical consultant’s mindset of emphasizing expertise and differentiated processes with a focus on building relationships, engendering trust, and solving clients’ existing problems. In The Irresistible Consultant’s Guide to Winning Clients, Fields synthesizes his decades of experience into a step-by-step approach to winning more projects from more clients at higher fees. From nuts-and-bolts business advice and tactics to a deeply insightful breakdown of the human side of a very human profession, Fields, named one of Advertising Age magazine’s “Marketing Top 100,” delivers a comprehensive guidebook that is at once highly approachable and satisfyingly detailed. “If I could have just one book on client strategy, this book would be it.” —Marshall Goldsmith, #1 New York Times–bestselling author of Triggers*

*Maximize Your Return on Expertise Research shows a high proportion of consultants fail to deliver results on time, on budget, and on target. Rare is the project that exceeds your expectations. But help is here. The Executive’s Guide to Consultants explains how to ensure that every project delivers measurable benefits every time. This book will help you find experts, invest wisely, accelerate change, and achieve your most important goals by tapping into the genius of others. The Executive’s Guide to Consultants contains breakthrough ideas covered by no other book, including: Sophisticated new contract structures that maximize your ROI Essential methods for reducing project risk Cutting-edge techniques for making change stick after the consultant leaves You will also learn to: Spot “chameleons” and other low-quality consultants who peddle tired ideas and deliver disappointing outcomes Get better results faster, while lowering fees Find the ideal consultant, coach, agency, or advisor for your precise situation Enforce accountability with outside experts and your own internal team Imagine if you could collect the wisdom of dozens of the country’s top CEOs, combine it with the experience of a hall-of-fame consultant, and add a bucketful of unconventional thinking. You’d have The Executive’s Guide to Consultants. Easy to read and packed with examples, checklists, templates, and guidelines, this book is the ultimate toolkit for maximizing your ROI from outside experts. Get extraordinary results from every consultant you hire “An extraordinary book. Clear, comprehensive, and eminently readable, it is THE book on how you can extract true business value from outside experts.” -- Scott Cotherman, Chairman, TBWAWorldHealth, subsidiary of Omnicom Group, Inc. “This is the Master Class for those who are smart, innovative, ahead of the pack, and who intend to stay that way. If you’re not yet in that league, you should read this book twice.” -- Alan Weiss, author, Million Dollar Consulting and The Consulting Bible “A terrific guidebook, with much of the advice equally applicable in managing your organization’s internal talent. It’s an easy, engaging read with a wealth of insights and detailed action steps--I highly recommend it.” -- Brian Walker, President and CEO, Herman Miller, Inc. “A powerful antidote to the strained relationship between consultants and clients.” -- Garry Ridge, CEO, WD-40 Company “This book shows you how to make your consultants’ work stick. No more major investments in experts or programs that evaporate after only a few months or years.” --*

*De Lyle Bloomquist, President, Tata Global Chemicals “Fields’s messages are delivered in the way that all executives would like our outside resources to do it: capably, with straight talk and incredible insight.” -- Ralph Scozzafava, Chairman and CEO, Furniture Brands*

*Clearing the CRM Professional Certification will not automatically lead you to a job However a Certification with some project experience will certainly open a lot of doors for you. The consultants who will benefit the most from a certification are the ones with typically with 2-5 year’s project experience. This is not to say that consultants with higher experience will not benefit, but at that level, having a certification matters much less. So if you have little CRM experience, you should get yourself certified, get some project experience, and then the whole of the SAP World open for you to explore. Helping you with the first step on you ladder to success is the Book: SAP Certified Application Professional - Service with SAP CRM 7.0 Some unique features of this Book: - There is NO Other material in the market for the CRM 7.0 EhP1 Service Professional exam. - The authors have themselves cleared the exam. - All questions are multiple choice format, similar the questions you will get in the actual exam.*

*Coloring is a most enjoyable activity that has several benefits. It helps boost your child's focus and concentration. The more complex the patterns are, the more that your child will be careful with every stroke of the crayon. He/she will become too focused in the moment that frustrations and other negative emotions will soon be forgotten. Grab a copy now!*

*I'll Get That Job!*

*The Executive’s Guide to Consultants: How to Find, Hire and Get Great Results from Outside Experts*

*The Big Book of HR*

*Get to What Matters*

*The ThinkNP Guide to Nonprofit Consulting*

*The Duh! Book of Management and Supervision*

*The ABCs of Consulting*

*Although consultants influence the outcome of major endeavors in the fields of management, finance, government, and engineering, few attempts have been made to establish the tenets and techniques of consulting. In Principles and Practices of Professional Consulting, author Steven C. Stryker outlines the basic tools required of this critical skill. In doing so, he looks into the history of consulting, the consulting process itself, and the key practical skills and techniques that are needed for successful consulting. Case examples based on real-life situations aptly demonstrate the applicability of the material to current consulting activities.*

*What does every mile mean to you? When you hit the trails, the road, the track or the treadmill, what does each mile mean? A group of runners and walkers from around the world share their stories as they let us know what every mile matters means to them. Get ready to be inspired.*

*The Consultant’s Big Book of Organization Development Tools provides consultants with tools, interventions, and activities they can use to solve individual, team, and organizational performance problems. This book offers incredible value for the consultant looking to use structured interventions as a vital part of the consultation approach. Many of the tools consist of a simulation or other structured activity consultants can use with leaders in the client organization to address the soft issues in a nonthreatening way. And most include downloadable, customizable handouts that they can freely reproduce and use with clients.*

*The ultimate step-by-step handbook on how to plan and have a successful and effective auction. Also, the book will discuss important strategies for maximizing revenue at your event, and will cover common pitfalls and how to avoid them.*

*The Big, Fancy Set of Kids' Activities Coloring Book Edition*

*Tools to Transform Conversations at Work*

*Million Dollar Consulting*

*Management Consultants and the Businesses They Save and Ruin*  
*The Scandalous Inside Story of the Management Consulting Money Machine*  
*The McKinsey Way*  
*The Consultant's Big Book of Organization Development Tools*

**Are you an internal consultant -- someone who is a permanent employee and staff member, yet serves in a consultative role within your organization? Then you need this hands-on, practical guidebook to help you better understand your role and improve your performance, whether you re a change agent, trusted advisor, or someone who serves in varying capacities. Just like an external consultant, it s important to design your job, develop a formal agreement, and build your practice. Consulting on the Inside provides a solid background for internal consultants, and serves as a roadmap for cultivating a successful career.**

**Maybe you're a recent college graduate, looking for a successful start to your career. Or an experienced professional, feeling the need to try something new. Either way, a whole host of opportunities await you-but if you really hope to ace that interview and get the job you want, you'll need the right skills to get ahead. So when you're navigating the complex twists and turns of today's changing job market, let I'll Get That Job! serve as your road map and guide. Featuring advice from real HR professionals, headhunters, and team managers, this essential job-hunting companion will let you know exactly what you need to do to increase your chances, from social media presence to writing a great CV. While shedding light on the many myths and outdated "rules" that may actually bog you down in today's job-seeking experience, I'll Get That Job! serves as a source of motivation and encouragement for modern job hunters. After all, with hard work and the right mind-set, it really is possible for you to get that job you've always wanted-and become the most successful version of yourself along the way!** "If more business books were as useful, concise, and just plain fun to read as THE MCKINSEY WAY, the business world would be a better place." --Julie Bick, best-selling author of ALL I REALLY NEED TO KNOW IN BUSINESS I LEARNED AT MICROSOFT. "Enlivened by witty anecdotes, THE MCKINSEY WAY contains valuable lessons on widely diverse topics such as marketing, interviewing, team-building, and brainstorming." --Paul H. Zipkin, Vice-Dean, The Fuqua School of Business It's been called "a breeding ground for gurus." McKinsey & Company is the gold-standard consulting firm whose alumni include titans such as "In Search of Excellence" author Tom Peters, Harvey Golub of American Express, and Japan's Kenichi Ohmae. When Fortune 100 corporations are stymied, it's the "McKinsey-ites" whom they call for help. In THE MCKINSEY WAY, former McKinsey associate Ethan Rasiel lifts the veil to show you how the secretive McKinsey works its magic, and helps you emulate the firm's well-honed practices in problem solving, communication, and management. He shows you how McKinsey-ites think about business problems and how they work at solving them, explaining the way McKinsey approaches every aspect of a task: How McKinsey recruits and molds its elite consultants; How to "sell without selling"; How to use facts, not fear them; Techniques to jump-start research and make brainstorming more productive; How to build and keep a team at the top its game; Powerful presentation methods, including the famous waterfall chart, rarely seen outside McKinsey; How to get ultimate "buy-in" to your findings; Survival tips for working in high-pressure organizations. Both a behind-the-scenes look at one of the most admired and secretive companies in the business world and a toolkit of problem-solving techniques without peer, THE MCKINSEY WAY is fascinating reading that empowers every business decision maker to become a better strategic player in any organization.

**Watson and Crick discovered the human DNA. What made the difference was deciphering it. Like the human body, every organization has a DNA. What will make the difference is not seeing it, but sequencing it. It's the key to long-term success at innovation. Sequencing, written by business consultant Michael Metzger, explores what is required for a company to develop a culture that promotes innovation for the long haul. Harvard's Clayton Christensen reports that few companies have the capacity to innovate. The more success a company achieves, the harder it is for the company to innovate. And yet the reality is that companies innovate or die. Metzger outlines the steps necessary to sustain innovation - the culture, conscience, and C-level leadership required. It begins by having an accurate assessment of human nature and reality. Institutional leaders ignore this book at their peril.**

**Every Mile Matters**

**The Physical Educator's Big Book of Sport Lead-up Games**

**Finding Memphis**

**The Consultant's Toolkit: 45 High-Impact Questionnaires, Activities, and How-To Guides for Diagnosing and Solving Client Problems**

**Dispelling Common Leadership Myths**

**Ghosts I Have Met and Some Others**

**The Consultant's Big Book of Reproducible Surveys and Questionnaires**

Written and field-tested by practicing consultants, The Consultant 's Tool Kit will save consultants both time and money-as it makes their work with clients much more effective. Each tool or activity is designed to solve a common consulting problem. Reproducible worksheets, exercises, and questionnaires are easily downloaded from the web and customized by consultants to fit the exact needs of each client—and help them effectively implement the solutions. This collection of field-tested tools, customizable questionnaires, and techniques for working with clients provides crucial problem-solving help in areas such as: • Managing and leading change • Organizational initiatives • Assessing team and organizational functioning • Improving relationships between departments and business units • Creative problem-solving techniques Mel Silberman, Ph.D., (Princeton, NJ) is a best-selling author and editor. A professor of adult and organization development at Temple University, he is the author of Active Training.

"Templates, checklists, and sample forms ... can be easily adapted by any organization"--Cover.

"Downloadable and customizable" -- front cover.

Life is full of tough calls and daunting decisions. The question isn't if you'll face a big decision in the future, but how you'll face the tough call that's guaranteed to come your way. Think about it. There are wedding proposals to ponder, college applications to submit, career moves to make, homes to sell, and confrontations to consider. And, knowing how poorly things could go, we sometimes find ourselves facing these decisions with a deep fear of future regret. The pressure is on. Or is it? Short and straightforward, yet full of practical insight and spiritual truths, Tough Call, will help you see that the Christian faith offers a mindset to confidently and joyfully make your next big decision. More importantly you'll see that you can face life with your fears recognized, your peace maximized, and your hope anchored in something greater than your ability to "get it right." Readers familiar with authors like Acuff, Chan, and Tchividjian will resonate with Matt Popovits's witty, practical, and gospel-centered take on complicated topics. Tough Call is an enjoyable and essential read for any and all facing a major decision.

Field Guide to Consulting and Organizational Development with Nonprofits

6 Steps to Unlimited Clients & Financial Freedom

Principles and Practices of Professional Consulting

A Practical Guide for Internal Consultants

Rip-off!

A Practical Workbook for Your Success

Second Edition

In the bestselling tradition of "Liar's Poker" comes a devastatingly accurate and darkly hilarious behind-the-scenes look at the wonderful world of management consulting.

The real-world guide to selling your services and bringing in business How Clients Buy is the much-needed guide to selling your services. If you're one of the millions of people whose skills are the 'product,' you know that you cannot be successful unless you bring in clients. The problem is, you're trained to do your job—not sell it. No matter how great you may be at your actual role, you likely feel bit lost, hesitant, or 'behind' when it comes to courting clients, an unfamiliar territory where you're never quite sure of the line between under- and over-selling. This book comes to the rescue with real, practical advice for selling what you do. You'll have to unlearn everything you know about sales, but then you'll learn new skills that will help you make connections, develop rapport, create interest, earn trust, and turn prospects into clients. Business development is critical to your personal success, and your skills in this area will dictate the course of your career. This invaluable guide gives you a set of real-world best practices that can help you become the rainmaker you want to be. Get the word out and make productive connections Drop the fear of self-promotion and advertise your accomplishments Earn potential clients' trust to build a lasting relationship Scrap the sales pitch in favor of honesty, positivity, and value Working in the consulting and professional services fields comes with difficulties not encountered by those who sell tangible products. Services are often under-valued, and become among the first things to go when budgets get tight. It is now harder than ever to sell professional services, so your game must be on-point if you hope to out-compete the field. How Clients Buy shows you how to level up and start winning the client list of your dreams.

This book provides you with the tools to tap into the capabilities that already exist in your organization, but are as yet inaccessible. The book shows you how to make maximum use and accessibility of existing knowledge by implementing a successful tool, The River Diagram. This tool will help reveal your organization's strengths and weaknesses, which will aid you in resolving an internal problem. Illustrated using an exciting range of case studies including BP, Oracle, UNAIDS, and others, this book will guide you towards saving both time and money.

Written for business leaders and consultants who are trying to solve significant problems and create measurable value. Readers can view the templates used in consulting studies and how they are used. All the foundational strategy and business analyses tools are taught along with the soft skills and practical tools to solve any business problem. This is the only book of its kind walking the reader step-by-step through a complete consulting study. This book follows an engagement team as they assist a large company in diagnosing and fixing deep and persistent organizational issues over an 8-week assignment. Readers will learn how they successfully navigate a challenging client environment, frame the problem and limit the scope, develop hypotheses, build the analyses and provide the final recommendations. We have placed the explanation of management consulting techniques within a lively and engaging storyline, which allows the reader to truly understand the challenges faced on consulting engagements, connect with the characters, and understand both how and why they debated elements of the study. It is written so that the reader may follow, understand, and replicate strategic engagement using the same techniques used by the leading firms, such as McKinsey, Bain, and BCG. To make the story realistic and useful, we have worked with one client engagement throughout the book. Using different examples and different clients to explain concepts would have made it difficult for readers to see the data linkages and development of the final recommendations. The client and engagement are fictitious. The data presented are also fictitious, but they are based on actual consulting engagements and the experiences of the author and the contributing McKinsey, BCG, et. al. partners at FIRMSc consulting.com & StrategyTraining.com. RESERVE YOUR SPOT FOR FREE EPISODES FROM EX-MCK ET AL. PARTNERS AT FIRMSCONSULTING.COM/PROMO FREE EPISODE

FROM THIS BOOKS COMPANION COURSE AT FIRMSCONSULTING.COM/SAAMC

Learn the skills used by the leading management consulting firms, such as McKinsey, BCG, et al.

The Big Book of Stories and Poems

The Big Book of Benefit Auctions

Turning This Thing Around

Field Guide to Consulting and Organizational Development

Consulting on the Inside

Wild World

*Turning This Thing Around is an inspiring memoir of overcoming personal struggles. This brutally honest, deeply personal account of redemption takes readers on a moving spiritual journey.Confronted with a myriad of obstacles—a debilitating arthritic disease, narcolepsy, anxiety and depression—the author was outwardly happy, but inwardly miserable. Pushed to the lowest point of his life, Maginn shares how he gradually turned things around and used his experiences to grow as a person.Supplemented by heartfelt poetry by the author and with quotes from Gandhi to Dr. Wayne Dyer to Eckhart Tolle, Turning This Thing Around has universal themes that speak to nearly everyone, as we all must face challenges as part of being human. It is a self-help memoir of sorts: the author discusses not only what he overcame, but also how he did so—and how others can, too. Unlike many popular memoirs on the market, this is a story that more people can relate to. Maginn was not raised in an eccentric family (Jeannette Walls in The Glass Castle, memoirs by Augusten Burroughs), nor did he travel to Italy, India and Indonesia, as Elizabeth Gilbert did in Eat, Pray, Love. Rather, Turning This Thing Around is a story of a normal young man's resiliency when battling extraordinary circumstances.*

*Dustin is a seventeen-year-old young man who finds out that his girlfriend, Sandy*

*A comprehensive resource of physical education games designed to help children in grades K-8 develop the skills important to performing a wide variety of team and lifetime sports.*

*A public square bombing in Yemen and shipment of rockets from North America only randomly connect university researcher Arthur Crawford and Washington anti-terrorism expert Myron Klass. But coincidence is quickly overshadowed by reality when a Spaniard known as the most thoughtful of arms dealers has ambitions to devastate the US.*

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