

## About This Book

### Why is this topic important?

Organizational consulting generally has a broader focus than training. Whereas a trainer might develop people's understanding of team roles, a consultant might help a dysfunctional team function. Similarly, a trainer might deliver a workshop on developing good time management and productivity skills, whereas a consultant might be contracted to analyze and recognize workflow through a team or through an entire division or operating unit. There are clearly similarities between training and consulting—and the terms are often used interchangeably—but each has a unique focus and requires divergent approaches, tools, and techniques.

### What can you achieve with this book?

Offering entirely new content each year, the consulting edition of *The Pfeiffer Annual* showcases the latest thinking and cutting-edge approaches to organization development and performance improvement contributed by practicing consultants, organizational systems experts, and academics. Designed for both the dedicated consultant and the training professional who straddles both roles, the *Annual* presents a unique source of new knowledge and ideas, as well as practical and proven applications for facilitating better work processes, implementing and sustaining change, and improving organizational effectiveness.

### How is this book organized?

The book is divided into four sections: Experiential Learning Activities (ELAs); Editor's Choice; Inventories, Questionnaires, and Surveys; and Articles and Discussion Resources. The materials can be freely reproduced for use in the normal course of an assignment. ELAs are the mainstay of the *Annual* and cover a broad range of consulting topics. The activities are presented as complete and ready-to-use designs for working with groups; facilitator instructions and all necessary handouts and participant materials are included. Editor's Choice pieces allow us to select material that doesn't fit the other categories and take advantage of "hot topics." The instrument section introduces proven survey and assessment tools for gathering and sharing data on some aspect of performance. The articles section presents the best current thinking about workplace performance and organization development. Use these for your own professional development or as resources for working with others.



## About Pfeiffer

Pfeiffer serves the professional development and hands-on resource needs of training and human resource practitioners and gives them products to do their jobs better. We deliver proven ideas and solutions from experts in HR development and HR management, and we offer effective and customizable tools to improve workplace performance. From novice to seasoned professional, Pfeiffer is the source you can trust to make yourself and your organization more successful.



**Essential Knowledge** Pfeiffer produces insightful, practical, and comprehensive materials on topics that matter the most to training and HR professionals. Our Essential Knowledge resources translate the expertise of seasoned professionals into practical, how-to guidance on critical workplace issues and problems. These resources are supported by case studies, worksheets, and job aids and are frequently supplemented with CD-ROMs, websites, and other means of making the content easier to read, understand, and use.



**Essential Tools** Pfeiffer's Essential Tools resources save time and expense by offering proven, ready-to-use materials—including exercises, activities, games, instruments, and assessments—for use during a training or team-learning event. These resources are frequently offered in looseleaf or CD-ROM format to facilitate copying and customization of the material.

Pfeiffer also recognizes the remarkable power of new technologies in expanding the reach and effectiveness of training. While e-hype has often created whizbang solutions in search of a problem, we are dedicated to bringing convenience and enhancements to proven training solutions. All our e-tools comply with rigorous functionality standards. The most appropriate technology wrapped around essential content yields the perfect solution for today's on-the-go trainers and human resource professionals.

## *The Pfeiffer Annual Series*

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*The Pfeiffer Annuals* present each year never-before-published materials contributed by learning professionals and academics and written for trainers, consultants, and human resource and performance-improvement practitioners. As a forum for the sharing of ideas, theories, models, instruments, experiential learning activities, and best and innovative practices, the *Annuals* are unique. Not least because only in the *Pfeiffer Annuals* will you find solutions from professionals like you who work in the field as trainers, consultants, facilitators, educators, and human resource and performance-improvement practitioners and whose contributions have been tried and perfected in real-life settings with actual participants and clients to meet real-world needs.

*The Pfeiffer Annual: Consulting*  
Edited by Elaine Biech

*The Pfeiffer Annual: Human Resource Management*  
Edited by Robert C. Preziosi

*The Pfeiffer Annual: Leadership Development*  
Edited by James Bolt

*The Pfeiffer Annual: Training*  
Edited by Elaine Biech

## Call for Papers

How would you like to be published in the *Pfeiffer Training or Consulting Annual*? Possible topics for submissions include group and team building, organization development, leadership, problem solving, presentation and communication skills, consulting and facilitation, and training-the-trainer. Contributions may be in one of the following three formats:

- Experiential Learning Activities
- Inventories, Questionnaires, and Surveys
- Articles and Discussion Resources

To receive a copy of the submission packet, which explains the requirements and will help you determine format, language, and style to use, contact editor Elaine Biech at [Pfeifferannual@aol.com](mailto:Pfeifferannual@aol.com) or by calling 757-588-3939.



Elaine Biech, EDITOR

The 2007  
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**CONSULTING**

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