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Nota di contenuto	Authors and acknowledgements; Foreword; Abbreviations and acronyms; Chapter 1 Nature and purpose of management consulting; 1.1 What is consulting?; 1.2 Why are consultants used? Five generic purposes; 1.3 How are consultants used? Ten principal ways; 1.4 The consulting process; 1.5 Evolving concepts and scope of management consulting; Chapter 2 The consulting industry; 2.1 A historical perspective; 2.2 The current consulting scene; 2.3 Range of services provided; 2.4 Generalist and specialist services; 2.5 Main types of consulting organization; 2.6 Internal consultants 2.7 Management consulting and other professions 2.8 Management consultmg, training and research; Chapter 3 The consultant-client relationship; 3.1 Defining expectations and roles; 3.2 The client and the consultant systems; 3.3 Critical dimensions of the consultant-client relationship; 3.4 Behavioural roles of the consultant; 3.5 Further refinement of the role concept; 3.6 Methods of influencing the client system; 3.7 Counselling and coaching as tools of consulting; Chapter 4 Consulting and change; 4.1 Understanding the nature of change; 4.2 How organizations approach change 4.3 Gaining support for change 4.4 Managing conflict; 4.5 Structural arrangements and interventions for assisting change; Chapter 5 Consulting and culture; 5.1 Understanding and respecting culture; 5.2 Levels of culture; 5.3 Facing culture in consulting assignments; Chapter 6 Professionalism and ethics in consulting; 6.1 Is management

consulting a profession?; 6.2 The professional approach; 6.3 Professional associations and codes of conduct; 6.4 Certification and licensing; 6.5 Legal liability and professional responsibility; Part II THE CONSULTING PROCESS; Chapter 7 Entry
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Sommario/riassunto

This ILO guide is a widely recognized reference work on the state of the art of management consulting. It offers an extensive introduction to consulting: its nature, professional standards, intervention methods, behavioural rules, current developments and future perspectives.
