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		THINK STRATEGICALLY ABOUT EXPERTISELISTEN FOR MENTAL MAPS; APPROACH TIME CONSCIOUSLY; CREATE AN ENVIRONMENT THAT SUPPORTS LEARNING; RETHINK OPENINGS AND CLOSINGS; AND FINALLY...; PROPOSITIONS; Part II: THE PEOPLE FACTORS: PERSPECTIVES, POWER, AND VALUES; Chapter 3: The Perspectives Factor in Process Design; MINING PERSPECTIVES; GROUP PARTICIPATION STYLES; PROPOSITIONS; Chapter 4: The Power Factor in Process Design; TYPES

Sommario/riassunto	Process Design: Making It Work helps process consultants, managers, facilitators, coaches, organizational development consultants?and anyone else who works with groups?to set up and deliver dynamic, creative process designs. Filled with illustrative cases, examples, and templates, this step-by-step resource is an invaluable aid when creating customized agendas and designs for situations ranging from basic meetings to complex, multiphased processes.