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Autore	Strachan Dorothy <1947->
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Nota di contenuto	PROCESS DESIGN: Making it Work; Contents; Acknowledgments; The Authors; Introduction; THEMES; ABOUT THE WORD PROCESS; ABOUT PROPOSITIONS; INVESTING IN PROCESS DESIGN; Part I: A STEPWISE APPROACH; Chapter 1: Six Steps; STEP 1. COMPLETE A PROCESS TERMS OF REFERENCE; STEP 2. BLOCK THE AGENDA; STEP 3. DEVELOP AND CONFIRM HOW THE AGENDA WILL FLOW; STEP 4. BUILD A PRELIMINARY DESIGN; STEP 5. CHECK THE PRELIMINARY DESIGN WITH OTHERS; STEP 6. COMPLETE THE DESIGN; PROPOSITIONS; Chapter 2: Guidelines for Process Design; MAKE UPSTREAM PREVENTION A PRIORITY; CURB THE "OVERS" 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

OF POWER; POWER AND COMMITMENT; USING POWER POSITIVELY; PROPOSITIONS; Chapter 5: The Values Factor in Process Design; ABOUT VALUES; A VALUES HIERARCHY  
IMPLICATIONS FOR PROCESS DESIGNIN SUMMARY; PROPOSITIONS; Part III: DUE DILIGENCE: A PROCESS TERMS OF REFERENCE; Chapter 6: About a Process Terms of Reference; MAPS AND TERRITORIES; DEVELOPING A PTR; A COLLABORATIVE STANCE; PRACTICE GUIDELINES: DEVELOPING A PTR; PROPOSITIONS; Chapter 7: Understanding the Situation; SAMPLE QUESTIONS FOR EXPLORING THE SITUATION; PRACTICE GUIDELINES: SITUATION; EXAMPLES: SITUATION; PROPOSITIONS; Chapter 8: Developing a Focus; PURPOSE; SAMPLE QUESTIONS FOR DEVELOPING A PURPOSE STATEMENT; OBJECTIVES, OUTPUTS, AND OUTCOMES  
SAMPLE QUESTIONS FOR DEVELOPING OBJECTIVES, OUTPUTS, AND OUTCOMES  
PRACTICE GUIDELINES: PURPOSE, OBJECTIVES, OUTPUTS, AND OUTCOMES; EXAMPLES: PURPOSE, OBJECTIVES, OUTPUTS, AND OUTCOMES; PROPOSITIONS; Chapter 9: Stakeholder Collaboration; STAKEHOLDER PERSPECTIVES AND CATEGORIES; SAMPLE QUESTIONS FOR IDENTIFYING STAKEHOLDERS; PRACTICE GUIDELINES: STAKEHOLDER COLLABORATION; EXAMPLES: KEY STAKEHOLDERS; PROPOSITIONS; Chapter 10: Core Assumptions; SCOPE; SAMPLE QUESTIONS FOR DEVELOPING ASSUMPTIONS; PRACTICE GUIDELINES: CORE ASSUMPTIONS; EXAMPLES: CORE ASSUMPTIONS; PROPOSITIONS  
Chapter 11: Key Considerations  
SAMPLE QUESTIONS FOR DEVELOPING KEY CONSIDERATIONS; PRACTICE GUIDELINES: KEY CONSIDERATIONS; EXAMPLES: KEY CONSIDERATIONS; PROPOSITIONS; Chapter 12: Work Plan; SAMPLE QUESTIONS FOR DEVELOPING A WORK PLAN; PRACTICE GUIDELINES: WORK PLAN; EXAMPLE: A SIMPLE WORK PLAN; EXAMPLE: A COMPLEX WORK PLAN; PROPOSITIONS; Chapter 13: Governance; SAMPLE QUESTIONS FOR DEVELOPING A GOVERNANCE STRUCTURE; PRACTICE GUIDELINES: GOVERNANCE; EXAMPLES: GOVERNANCE STRUCTURES; PROPOSITIONS; Chapter 14: Essential Documents  
SAMPLE QUESTIONS FOR IDENTIFYING AND DEVELOPING ESSENTIAL DOCUMENTS

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#### 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.

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