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Sommario/riassunto	Clinicians and managers are increasingly required to participate in or manage new initiatives which depend heavily on co-operation collaboration and a multidisciplinary approach where effective interpersonal and group skills are of vital importance. This practical guide encourages the reader to determine how their organisations work and the impact they have on their members. It draws on the experiences of primary care research and development projects and contains numerous case studies tips and techniques to manage change. It is an essential guide for healthcare professionals in primary care and will equip those working in practice and facilitators working with

practices with a clear understanding of how to achieve successful acceptance and management of change.
