



Process Design: Making it Work: A Practical Guide to What to do When and How for Facilitators, Consultants, Managers and Coaches

By Dorothy Strachan, Paul Tomlinson

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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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Editorial Review

From the Back Cover

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.

Process Design: Making It Work

- Outlines a stepwise approach to creating customized agendas and designs that will meet client and stakeholder expectations
- Describes the eight key elements in a Process Terms of Reference and how to complete them to ensure due diligence
- Provides frameworks and concrete applications for integrating two essential factors in process design: values and power
- Outlines a comprehensive, collaborative, evidence-based approach to creating technical and scientific designs

Praise for *Process Design: Making It Work*

"With her exceptional insights into questions and process, Dorothy Strachan has distinguished herself as a true master in the field of facilitation."

—**Michael Wilkinson**, author, *The Secrets of Facilitation*

"This book has the rigor of excellent research and the polish of many years of practical experience."

—**Ronnie McEwen**, principal, Kinharvie Institute of Facilitation, Glasgow

"A master class in group process."

—**Mark Nesbitt**, president, Vertex Consultants, Toronto

"Reading Strachan and Tomlinson's work has reminded me why I find process design and facilitation so compelling—it's a bottomless well of learning."

—**Cresswell Walker**, executive coach, Coaching Works Pte. Ltd., Singapore

About the Author

The Authors

Dorothy Strachan and **Paul Tomlinson** have been working together in process design and facilitation since 1974, serving clients across all sectors. They are partners in Strachan-Tomlinson and Associates (ST), a process consulting firm based in Ottawa, Ontario, Canada.

Users Review

From reader reviews:

David Pell:

Nowadays reading books are more than want or need but also turn into a life style. This reading addiction give you lot of advantages. The benefits you got of course the knowledge even the information inside the book in which improve your knowledge and information. The details you get based on what kind of book you read, if you want drive more knowledge just go with education books but if you want truly feel happy read one using theme for entertaining for example comic or novel. The Process Design: Making it Work: A Practical Guide to What to do When and How for Facilitators, Consultants, Managers and Coaches is kind of book which is giving the reader unpredictable experience.

William Murphy:

Information is provisions for anyone to get better life, information presently can get by anyone at everywhere. The information can be a information or any news even a problem. What people must be consider any time those information which is inside former life are challenging be find than now's taking seriously which one would work to believe or which one typically the resource are convinced. If you obtain the unstable resource then you obtain it as your main information you will have huge disadvantage for you. All those possibilities will not happen inside you if you take Process Design: Making it Work: A Practical Guide to What to do When and How for Facilitators, Consultants, Managers and Coaches as your daily resource information.

Yasmin Parker:

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Fanny Rutledge:

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