

The Art of Focused Conversation: 100 Ways to Access Group Wisdom in the Workplace

R. Brian Stanfield (Editor)

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This book has served me so well in my new job. I can't tell you how many times I have pulled the book off the shelf to get some direction in creating my own questions. It has been a great asset in helping me have meaningful and directed conversations at a critical time in my new job. And it has saved me precious time. - Great book! Marlene Lockwood, Group Leader, St. Helen's Hospital, Deer Park, California Communication within many organizations has been reduced to email, electronic file transfer, and hasty sound bytes at hurried meetings. More and more, people appear to have forgotten the value of wisdom gained by ordinary conversations.

But, at different times in history, conversation has been regarded as an art form - a crucial component of human relations. Conversation has the power to solve a problem, heal a wound, generate commitment, bond a team, generate new options, or build a vision. Conversations can shift working patterns, build friendships, create focus and energy, cement resolve.

The Art of Focused Conversation convincingly restores this most human of attributes to prime place within businesses and organizations, and demonstrates what can be accomplished through the medium of focused conversation. The first Part describes the theory and background of the conversation method, which has been effectively used for group consensus making in: 1) problem solving; 2) troubleshooting; 3) coaching; 4) research and 5) interpretation of data. It also discusses how to prepare a conversation, how to lead a conversation, and what the common mistakes are. Part two then provides 100 sample conversations designed for use in many different situations, including: 1) reviewing and evaluating; 2) preparation and planning; 3) coaching, and mentoring; 4) data and media interpretation; 5) decision making; 6) managing and supervising; and 7) personal reflection and group celebrations.

Developed, tested, and extensively used by professionals in the field of organizational development, *The Art of Focused Conversation* is an invaluable resource for all those working to improve communications in firms and organizations.

"This book is absolutely fabulous. I started it last night, used a whole bunch of stuff

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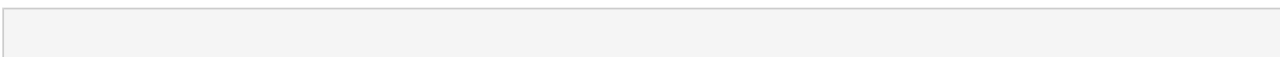
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From Reader Review The Art of Focused Conversation: 100 Ways to Access Group Wisdom in the Workplace for online ebook

J. Elise says

This is a useful compendium of interviews and sensemaking meetings; lots of useful prompts for understanding different situations and seeding ideas for future work. I especially appreciated seeing all the explicit examples of how to put the ORID technique in action.

Jim Razinha says

Reread to confirm it as a recommended replacement (despite my two star rating) for a different assigned book in a management program I am in.

Original micro-review in 2016: Even though I didn't need much in here, I think this might be good for a lot of people.

I picked out a handful of good points, but it was mostly either irrelevant, or rehashing what I already knew.

Dr. Dena says

I appreciate the emphasis on inquiry, and the templates provided as examples. A useful leadership and management book with likely crossovers to relationships in general.

Mike says

I consistently refer to the meeting templates in this book for facilitating meetings at work.

Michael Culbertson says

The method seems fairly straightforward and could probably have been described adequately in an article. Much of the book is a list of "template" conversation questions for various scenarios, which I didn't find terribly helpful.
