



# Consulting in Uncertainty: The Power of Inquiry

*Ann K. Brooks, Kathy Edwards*

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The traditional model of consulting places an emphasis on diagnosing a problem and finding a cure. But in today's business world of globalized organizations, rapid knowledge proliferation, and the intertwining of economies, that approach is becoming less and less viable; problems are quickly redefined, new knowledge (and ownership of that knowledge) is constantly surfacing and being challenged, and no solution is a permanent solution. *Consulting in Uncertainty* articulates a model of consulting that addresses the uncertainty and interconnectedness of the world in a post-industrial, knowledge era.

Emphasizing outcomes and inquiry over 'diagnosis', Brooks and Edwards outline this new consulting model, as well as the skills consultants must bring to the table in any uncertain and dynamic environment. Integrating practical knowledge with scholarship, this book covers skills such as:

- Relational skills and the consulting relationship
- Cultural awareness and related skills
- Contextual analysis
- Facilitating inquiry
- Collecting and efficiently analyzing data or information

Consultants and students of consulting, as well as managers, teachers, counselors, and even parents, will find this book enlightening and useful in navigating today's uncertain world.

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