



High-Impact Consulting: How Clients and Consultants Can Work Together to Achieve Extraordinary Results (Completely Revised and Updated)

Robert H. Schaffer

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In this new and revised edition of the landmark book High-Impact Consulting, Robert H. Schaffer reveals how senior managers unwittingly collude with their consultants to perpetuate the great waste inherent in "the five fatal flaws of conventional consulting." Drawing on his own work with companies-- Motorola, Rio Tinto, IBM, General Reinsurance Corporation, The World Bank, and other successful organizations-- Schaffer offers a field-tested approach to working with consultants that has proven to get results. He identifies the key elements of an effective project design?particularly that project objectives are defined in terms of client results rather than just consultant deliverables. The process enables clients to be certain that the work is carried out in ways that ensure success.

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