

[[new intro for Online Appendix see FC3 p 317]]

Online Appendix: Handy Checklists You Can Use

As a continuing reference on how to do consulting, this online appendix is divided into sections: overview, contracting, data collection and discovery, feedback, resistance, and implementation. The checklist in each section is an outline of main points or a summary of the business of that phase and the skills required. You can simply read through the checklists to refresh your knowledge and understanding of the material in the book from time to time. Or you may use them to check off some of the points you may not be completely sure about, that you want to learn more about, or that you want to practice further.

The checklists also function as a topic index, giving page numbers of text if you want to review a particular point in more detail in the book.

Feel free to download anything in the appendix for your own use, and let us know how it works out.