

Chapter Thirteen

Why Is this Chapter Important?

Chapter thirteen finishes the individual consultancy skills although encourages students to think about these skills as part of their professional development linking this section of the book with the final section. This chapter concentrates on effective communication, which is a popular subject in the management consultancy literature. It also concludes by examining time management and also Covey's 7 habits model.

Supplementary material and further case studies

The good sources on the web that feature material from this chapter include:

Web link	Comment
http://www.evancarmichael.com/Management/4534/4-Ways-To-Increase-Personal-Effectiveness.html	Tips from a consultant on increasing personal affectivity
http://findarticles.com/p/articles/mi_m4422/is_n7_v15/ai_21073482/	Tips on communication for consultants
http://www.workingvoices.com/	A UK-based consultancy specialising in communication and presentation skills
http://www.skillstudio.co.uk/presentation-skills-training-help.htm	An internet resource that claims that it provides the knowledge on presentation and communication skills
http://www.davidhenderson.com/2009/10/24/northwest-airlines-a-communications-nightmare/	An interesting case study on how not to communicate with the wider world
http://www.businessmanagementdaily.com/articles/18567/1/My-companys-owners-are-HR-nightmares-Should-I-stay-or-should-I-go/Page1.html#	A discussion board on communication issues
http://www.youtube.com/watch?v=FljoEitkleM&feature=related	Interesting pop psychology video categorising communication styles
http://www.youtube.com/watch?v=0x5S21AKgaM	Video on effective listening skills