

Reviewers Comments

Tony Bell OBE, Chief Executive Officer, Royal Liverpool Children's Hospital, Alder Hey

The book is full of simple, useful and practical examples for change practitioners of any background. It is based on real life examples of problems and deals with human and emotional intelligence issues as well as the system and process matters. Junior and middle managers, together with anyone embarking on a process of change, will benefit from this book.

Malcolm Hurrell, Vice President, Human Resources, AstraZeneca

I like the simplicity and presentation of the material. Mike has managed to provide a succinct summary of each technique that is instantly useable to a 'newcomer' or that rekindles the memory spark for experienced practitioners.

Christopher Philip Bunker, HR Director UK and Ireland, ABS Wastewater Technology Limited

I like this book very much. It's practical, useful and written in a way that will help support managers to try something new. I think all managers and leaders would benefit from this book. It can be dipped into when required so that when you are confronted with an issue and in need of some creative spirit – you can find out not just 'what' but 'how' to go about dealing with it.

Graham Barkus, Manager Learning and Development Group and Head of Training and Development, Cathay Pacific Airways

Mike's exceptional interpersonal effectiveness and skills in change management are made accessible to busy executives in this very practical guide – an ideal resource for the challenges of getting strategy into action.

David Baines, Regional Chairman, Vistage International (UK) Limited

A good tool kit to get the job done better . . . taking a spanner instead of a hammer causes fewer damaged pipes; there are some excellent tools in Mike's bag and I particularly like the very simple ones that force me to use diagrams or make choices, so sharpens how I think about an issue.

Suzanne Hughes, Regional Corporate Affairs Manager, Environment Agency – North West

As someone who is regularly involved with managing and communicating change in large complex organisations, I have found Mike's tools and techniques to be invaluable. I use them everyday in my working and personal life and find they help me to achieve the things I want to achieve. The processes he has helped me to use get right to the heart of what's really going on in an organisation and have helped me to find solutions that I wouldn't have otherwise. The biggest benefit has been how his methods have helped me to ensure that people who could possibly have been part of a problem have actually become part of the solution.

Jane Horan, Director, Organisational Development, The Walt Disney Company AP Ltd

A good toolkit for managers and professional staff.

Professor Tom McGuffog MBE

The book has an easy style which will encourage people to read, digest and use. It will have a particular appeal to the public sector.

Lawrence Jackson, Managing Director, Gentech International Limited

It's a great idea to collect so many tools and techniques under one, easy to read book. I wish I had access to this book when I was starting out as a manager. Experienced managers will also find it useful as an aide-memoir.

Christopher Gibbs, Engineering Director, Cathay Pacific Airways

Very readable and a good jogger on what we should know as managers, but readily forget. The case studies help by showing the application and bringing the different points together. Clear, useful and practical!

Clients Comments

Tony Bell, Chief Executive, Royal Liverpool Children's NHS Trust - Alder Hey

Mike Wash is a highly responsive consultant with a track record of working within complex environments. He has helped us introduce our 'Excellence through Learning' programme across the whole organisation aimed at delivering culture change and sustainable performance improvement. The Trust won the 2006 National HRM awards for developing a Learning Organisation approach toward organisational change.

Chris Bunker, HR Director, ABS Wastewater Technology Limited

The feedback from both the consultancy work Mike performed and the leadership workshops he ran was quite extraordinary. Mike's interventions have assisted ABS to improve its productivity as well as increasing both turnover and profitability.

Graham Higgins, Head of Learning and Development, Cathay Pacific Airways

The best consultants don't just give you what they have got, they give you what you need. In all the years I have known Mike I have found him incredibly resourceful in finding an approach that fitted the question we had as a business.