**READING SUMMARY MEMO #1**

IST 325: Information Management Consultation

Tuesdays & Thursdays, 3:30PM-4:50PM

*Flawless Consulting,* Peter Block

**Directions:** In memo format (template provided on page 2), answer each prompt below. Submit via BlackBoard by the due date. A grading rubric is provided on page 3.

* **Relevant Reading:** Chapters 1-6
* **Due Date:** September 23, 2021
* **Total Points:** 25 points

**Prompts (200-300 words each)**

1. Provide a specific critique to any of the concepts or frameworks that Block has outlined in the first six chapters of the book. In your answer, be sure to:
   1. Include a specific framework, concept, or direction
   2. Identify why you disagree with the premise
   3. Provide alternative thought/justification for a better or more thoughtful approach
2. Identify a specific concept or framework that you agree with and provide supporting evidence as to why you support the premise. Your supporting evidence should be from an every-day experience such as a job, internship, class, or social situation. In your answer, be sure to:
   1. Include a specific framework, concept, or direction
   2. Identify why you agree and support the premise
   3. Provide evidence through a specific example in time

**RESPONSE FORMAT**

Name: **William Chen**

Date: 09/14/2021

Reading Summary #1

**Prompt #1**

Word Count: 292

Peter Block, the author of Flawless Consulting, states that contracts should be put in writing for clarity and not enforcement. He also says that contracts should only be written if you have the time and energy, but I think that whenever two parties agree on work to be done, they should draw up a contract that lists what work should be completed no matter what. This way, if a consultant says they would do something but doesn’t do it in the end, the organization that requested help can ask for that work to be completed because both parties agreed to it. For example, if I hired a consultant to find the best work computers and then finalize a list with their top three recommendations, but they forgot to make a list, I could request them to make a list because that is what we agreed to. I think a contract is beyond clarity, and contracts hold consultants (and everyone who signs a contract) liable for what is stated, especially if they don’t do the work but are getting paid to.

If for whatever reason, an organization decides to take the consultant(s) to court, it binds both parties and makes it easier to make judgements. Block later states that the purpose of the contract should be for communication and not to protect yourself in court. I think this works both ways, but a contract is a one-time communication to let each party know the limitations and the work intended to be completed. Although Block says to write contracts if you have time, he also says to write down contracts when you can, contradicting his original statement. I think contracts should be written no matter what since verbal agreements don’t always work out well.

**Prompt #2**

Word Count: 277

Block makes a great point that there are more elements to consulting than just the project the consultant is working on. There are also feelings, trust, and responsibilities that the consultant has to be aware of. Consultants are usually hired to give advice, but they have to be mindful of their surroundings while doing their work. Recognizing how other people feel in an organization or how people feel about clients is important. Block says that how a consultant feels around a client is generally how the people inside the organization feel too. Although I don’t wholeheartedly agree with this statement, I think it’s true for the most part. Consulting would be boring and ineffective if the only goal is to complete the work without understanding the culture around you. For example, I currently work as the student manager at the Carrier Dome, and I try to pay attention to how people react when they’re around each other. If I sense that they are annoyed, I try to determine the cause of it (it’s usually something someone else does), but I can see the same feelings other people have. This happened to me when I was first working, where these two people always showed up for work but never did anything, and my coworkers and I became irritated, and every new employee who saw how we felt also felt the same way when they worked with the same two people. As for responsibility and trust, people must create trust; otherwise, no work will get done and divide responsibility upon each individual. Understanding how others feel and react to things allows for a better work culture and overall performance.

***Notes:***

* Use Calibri size 12 font
* Double space
* Use page numbers
* Writing Tips:
  + Feel free to use bullet points to summarize important points.
  + Remember, these are short responses. Eliminate filler words. Be concise.

**GRADING RUBRIC**

|  |  |  |
| --- | --- | --- |
| **Category** | **Description** | **Total Points** |
| **Talking to the Text** | Provide specific text examples, summarize key points, and demonstrate mastery of concepts/frameworks. | 5 |
| **Formatting** | Correct word count, use template. | 5 |
| **Writing** | Use correct grammar, limit filler words, and answers each prompt without | 5 |
| **Creativity** | Clearly outline and examples with cohesive context and background. | 5 |
| **Completeness** | Answers each prompt with all required components. | 5 |
| *Total Points* | | 25 |