**READING SUMMARY MEMO #2**

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 7-11
* **Due Date:** October 14, 2021
* **Total Points:** 25 points

**Prompts (200 words or less, each)**

1. Reflect on the Technology Consulting Panel. How is this different than you expected? Did this have any influence on how you perceived consulting as an industry? Why or why not?
2. What is “technology consulting” and why is it hard to identify a person’s actual roles/responsibilities when holding this title?
3. Using the framework that Block (2011) outlines in the book, provide an example of how you have (or *should* have), handled resistance on a project, in a job, internship, or other group setting. In your answer, be sure to:
   1. Include a brief summary of the framework
   2. Set the context for your specific example
   3. Identify specific points in the framework that you used (or should have used) to successfully navigate the situation

**RESPONSE FORMAT**

Name: William Chen

Date: 10/7/2021

Reading Summary #2

**Prompt #1**

Word Count: 195

The consulting panel didn’t add anything to my understanding of what consulting is. The panel started talking about their jobs but swayed away from it and talked about ways to leverage ourselves in the work field. Consultants can’t implement the solutions they recommend to clients, so one way to get what they want (according to the panel) is to caucus and find someone that can help implement those solutions (stockholders have high priority). We also learned to find something we specialize in and to use that to our advantage (such as connecting to others). When the panel talked about their day-to-day activities, I learned that majority of the time is spent in meetings with clients. This wasn’t a surprise because consultants need to constantly communicate with their clients about progress, questions, and concerns about projects. Consulting is exactly what I expected (I also have relatives in consulting, so I know how their jobs are), and the panel did not influence how I perceived consulting. Consultants provide solutions/recommendations to problems clients have. This can be anything from analyzing sales to assisting with educational activities. Consulting is and will continue to be a broad industry to me.

**Prompt #2**

Word Count: 167

Technology consulting is the field where consultants advise businesses how to use technology to benefit their business. It’s hard to identify a person's role when holding this title because technology itself is such a broad category, and so is consulting. A technology consultant can help many aspects of an organization, such as software development, security analysis, infrastructure analysis, and IT. Regardless of what they’re asked to do, they use technology to solve the problem. Tech consultants can also hold the same position as business consultants because tech consultants can find software and different technologies to solve the same business problems such as management, profitability, and structuring. This means that a tech consultant can do whatever other consultants do (maybe not as well, but still doable). Additionally, technology consultants give advice on many technology-related things and won’t focus on one thing, such as building software. A tech consultant can be an expert at software building but must also have the expertise or some knowledge in other technology-related things.

**Prompt #3**

Word Count: 196

In many of my group projects, there’s always at least one person displaying silence or time resistance. Silence resistance is when a client (or, in my case, groupmate) is passive and doesn’t give many responses. They go along with everything you say and will agree to anything, or they’ll ignore what you say and let you do everything on your own without contributing anything (Block, p.133). Time resistance is when the client keeps pushing a project back because they don’t have time to “deal with it” (Block, pgs. 131-132). In many of my group projects, I’ve always had one person who doesn’t do anything at all, and the rest of us have to make up for their missed work, or they keep delaying the project and do everything last minute (right before the due date), which stresses everyone out. Something that Block says to do is be quiet and let the client respond (p. 155). This doesn’t always work because they become even more quiet and awkward when I call someone out on something. I had to deal with the situation myself because my groupmates didn’t care about the project, so I did whatever needed work.

***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 talking in circles. | 5 |
| **Creativity** | Clearly outline and examples with cohesive context and background. | 5 |
| **Completeness** | Answers each prompt with all required components. | 5 |
| *Total Points* | | 25 |