

## Consulting Philosophy and Approach

I am committed to a real world focus with my organisational clients: in the real world, change doesn't happen in a linear fashion, it takes time. The learning is incremental and transition requires commitment to the long haul. Often, managers say "yes" but then revert to old habits - I help them keep going forward. That's why with me, "the more things change, the more they DON'T stay the same". I do real work, in real time and the work stays real.

## Real Work

Real work is about getting to the bottom of things so as to achieve sustainable outcomes. When I work with clients, I work authentically, I am prepared to ask the hard questions, and I am prepared to face the problems together with my clients.

I don't fill up the space with pop management rhetoric, models and power point slides. Engaging in real work requires a tolerance for moving beyond the surface, away from pat answers and neat solutions.

Real work enables one to face organisational realities with an enhanced capacity for tolerating complexity, for tolerating ambiguity and for combating the enormous ambivalence we feel when faced with organisational problems.

## Real Time

I work with clients on- site, with intact teams, with executives and their managers. Working in real time means there is immediate applicability to workplace issues, there's no need for learning "transfer". No fake role plays, set ups or simulations. Instead, I work in "the here and now" ie I call the dynamics as they occur and we work with them. The learning is Action Learning, learning by doing – in your actual meetings. I have created a process, the Diagnostic Intervention Process, which is a unique and powerful blend of organisational consultancy and training. It encompasses multi layered interventions (targeted at the individual, interpersonal, group and organisational systems) ensuring clients get the maximum benefit as each intervention reinforces the others and combines to create sustainable change.

## Real Life

Real work means facing up to real life. I don't squash organisational realities into an idealised version of optimum functioning. Nor do I believe that you should always separate the personal from the professional. Some things you can't solve perfectly. Some decisions have to be made which will cause some pain. I am not afraid to raise real life issues and build clients' resilience and skills in dealing with them. Some things are going to take time. Nevertheless there is a need to face these issues and act.

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