Contents

Preface and acknowledgements	,
About the author	x
1 Introduction: the three kinds of consultation	1
2 What are we talking about?	11
3 The key to complexity: systems consultation	17
4 What seems to be the trouble? Why healthcare is complicated, and will get worse	2 9
5 Theory to practice: principles, guidelines and some rules	63
6 Consultation with working groups and organisations	75
7 Consultation as teaching and training	97
8 Consultation in assessing and managing clinical problems	119
9 Consultation as self-management: consulting with oneself	129
10 Consulting the client: the patient as specialist	141
11 Medicine as art, art as medicine: the humanities in healthcare	153
12 Systems consultation and the other side of common sense	165
References	175
Index	183