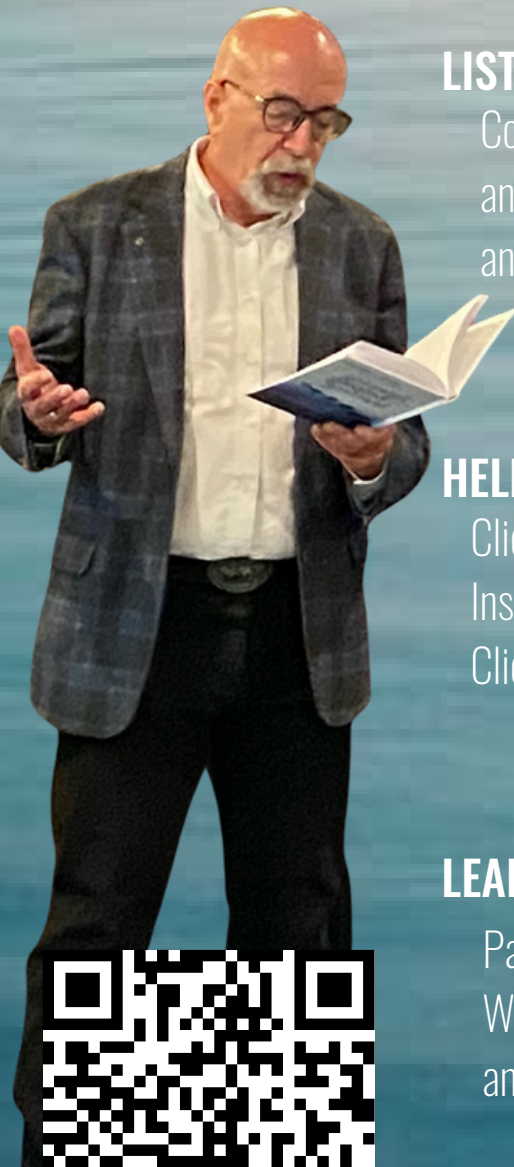
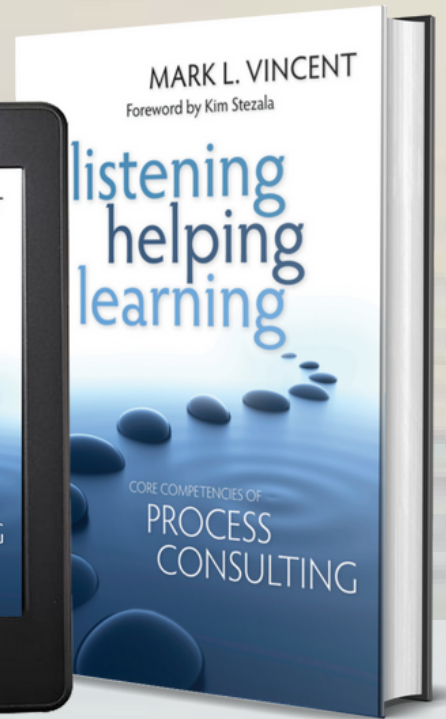
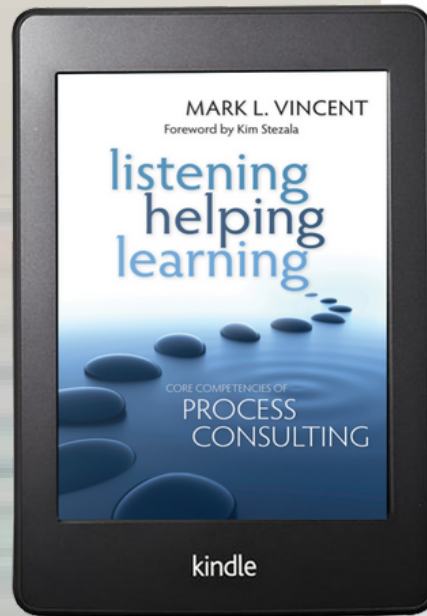


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# THE 12 CORE COMPETENCIES OF PROCESS CONSULTING



**LISTENING** → Actively and  
Comprehensively, Conceptually  
and Contextually, Architecturally  
and Adaptively

**HELPING** → Client-Centered,  
Client-Owned and Client-  
Inspired, Client-Specific and  
Client Success

**LEARNING** → Learning in  
Partnership, Learning toward  
Wisdom, Learning to Exchange  
and Learning toward Posterity

**Ask and Listen...Rather  
than sell and tell.**

**Discover the power  
behind walking  
alongside your clients  
and customers.**



**SOCIETY FOR  
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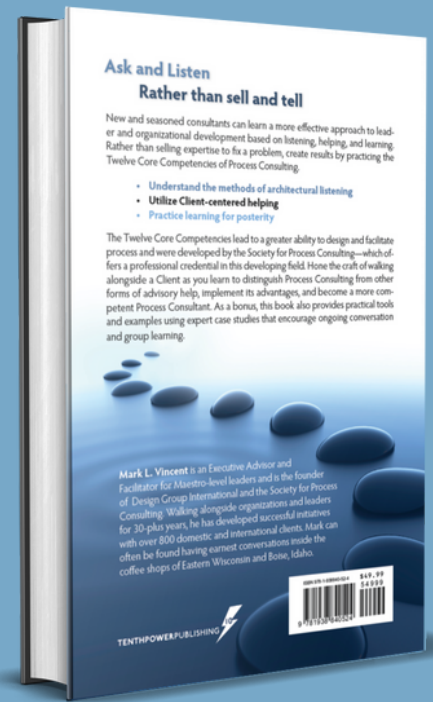
# WHAT READERS ARE SAYING

"Mark L. Vincent has developed the art of process consulting into a fine craft. He understands the practical nuances of listening, helping, and learning in ways that transform individuals and organizations. Following decades of coming alongside organizations and their leaders in his robust consulting practice, Mark now offers his wisdom in a logical framework to coaches, practitioners, and organizational leaders, alike. Readers are sure to notice his keen teaching ability intertwined with field study scenarios. You will find yourself referring to the insights in this book time after time."

David Bell  
Senior Design Partner

"In this important book the reader will find not only a clear account of what Process Consulting is as distinct from many other kinds of organizational consulting, but what the relevant skills need to be for helpers of all kinds if they are to deliver real help to their Clients. Helping is itself a complex human relationship and to deliver it competently as Process Consultants therefore requires not only the intention to help but the skills described in this book."

Edgar H. Schein  
Professor Emeritus, MIT Sloan School of Management



We've built in a wide variety of case studies with discussion questions in order to foster learning for students, professionals and organizational leaders who want to grow their competencies in designing and facilitating process so that all involved know what they need to do along with what they are willing to do, who will do it, by when and according to what criteria that marks success.

## LISTENING HELPING LEARNING

### The Core Competencies of Process Consulting

by Mark L. Vincent

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