



Problem-Solving in Groups

Mike Robson

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It has long been established that groups are likely to solve many problems more successfully than individuals - with this book, the author provides readers with the tools and techniques to make this process transparent and effective. This edition contains new chapters on virtual teams and group facilitation, recognizing the ever-increasing role of both. The overall process, and the individual techniques which are covered in detail, are applicable to people working at all levels who are interested in working together to improve the performance of their organization and to ensure that problems are solved permanently.

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