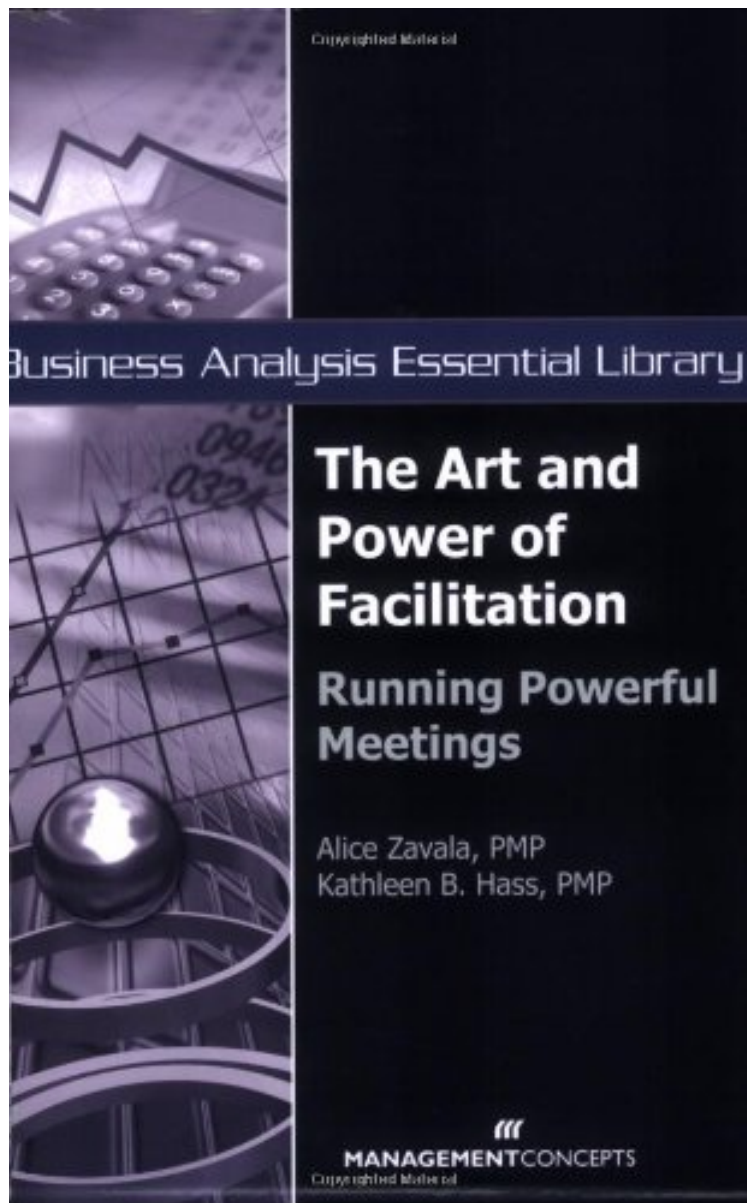


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The Art and Power of Facilitation: Running Powerful Meetings (Business Analysis Essential Library)

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A Volume of the Business Analysis Essential Library Series
The heart of the business analyst's role is to drive various constituencies through processes to achieve consensus on the needs of the business. Successfully facilitating meetings whether a one-on-one interview or a larger presentation is essential to business analysis. *The Art and Power of Facilitation: Running Powerful Meetings* provides powerful tools that the business analyst can use to negotiate through the myriad of meetings, informal work sessions, and formal workshops that are necessary to develop business requirements.
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About the Author
Alice Zavala, PMP is a Senior Project Management Consultant with Management Concepts. With over 30 years experience in business analysis, project management, process engineering, adult education, and information technology, she has worked in both the corporate and government environments. Prior to joining Management Concepts she served as the Director of Enterprise Project Office with CitiFinancial, and before that, Director of Client Services with Provent.
Kathleen B. Hass, PMP is the Project Management and Business Analysis Practice Leader for Management Concepts. A prominent presenter, author, and lecturer in strategic project management and business analysis, Ms. Hass' expertise includes leading technology and software-intensive projects, building and leading strategic project teams, and conducting program management for large, complex engagements. She has more than 25 years of experience in project management and business analysis, managing large, complex projects in the airline, telecommunications, retail, and manufacturing industries and in the U.S. federal government.