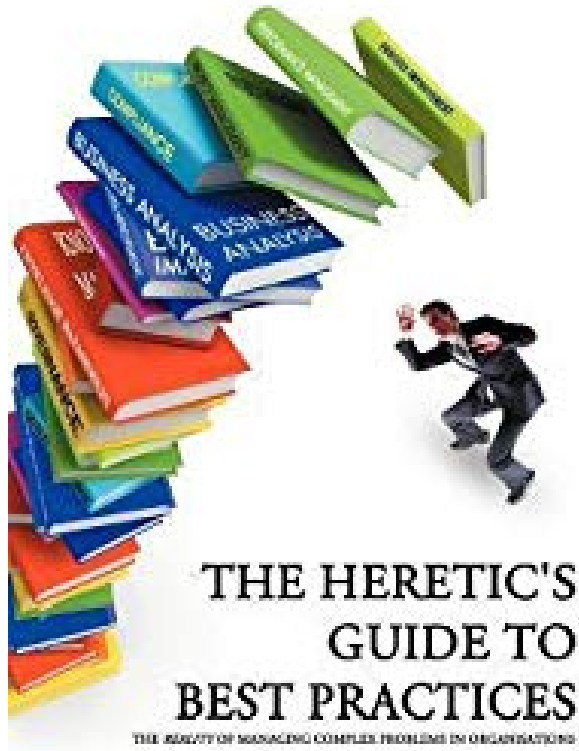


# The Heretic's Guide to Best Practices: The Reality of Managing Complex Problems in Organisations



Paul Culmsee & Kailash Awati

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When it comes to solving complex problems, we often perform elaborate rituals in the guise of best practices that promise a world of order, certainty, and control. But reality paints a far different picture, which practitioners are often reluctant to discuss. In "The Heretic's Guide to Best Practices," authors Paul Culmsee and Kailash Awati provide a plethora of practical techniques to help convert colleagues or managers who are firm believers in best practices. Through applicable anecdotes, references to pop culture, and examples from case studies, Culmsee and Awati offer practical advice that benefits everyone in the organisation—from frontline employees to senior executives.

A witty yet rigorous journey through the seedy underbelly of organisational problem solving, "The Heretic's Guide to Best Practices" pinpoints the reasons why best practices don't work as advertised and what can be done about it. Learn why conventional wisdom is not always wise and discover how the promise of best practices can be delivered for you and your organisation.