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Book Review - Small Steps to Big Changes: Create the Change You Want Now

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BOOK REVIEW

Small Steps to Big Changes: Create the Change You Want Now

Kenneth Kwan

Smashwords Inc., 2018, Amazon ASIN B079NMMC8M, Kindle edition £7.19 (available through Amazon)

Review by Paul Z Jackson

A coaching, consultant and online facilitator

In these days of the plague, how do you manage to get anything done at all? Almost all my work now takes place in
front of a screen. I was going to say, ‘virtually all my work’, but that’s a word whose meaning has been shifting faster
than ‘Zoom’.

There’s so much online to distract our attention from our purposes - an infinity of rabbit holes. And when there are
fewer opportunities for trainers, coaches and consultants to go visiting clients in their workplaces, there’s also less variety
in everyday experience, so that the relentlessness of being online takes greater toll of our energy and imagination. Which
make it harder to achieve what we set out to do.

The solution-focused answer, of course, is to pay careful attention to when you do accomplish something, so that you
can do more of whatever it is that you have identified works for you.

There’s a story in Kenneth Kwan’s new book, Small Steps To Big Changes, of an organisation in Singapore getting
more people to read their emails by sending them from the email address of their company mascot. It’s one of several
illustrative examples from Kenneth’s practice which pepper this brisk recounting of the main ideas of the solution-focused
approach.

Everything in the book is presented simply and logically, mostly in the contexts of organizational change, with topics
ranging from goal-setting to improved performance conversations. These are supplemented by downloadable bonus
videos and worksheets.

Applying his advice to his own business when sales are dropping, he wonders ‘Who buys in a recession?’ The answer
is the government and the small step of revisiting his contacts there leads to significant success.

It’s a timely reminder as we face a global crisis that it’s still possible to use our SF principles to choose actions that
will increase our prospects of surviving or even flourishing – virtually guaranteed!

The reviewer

Paul Z Jackson is coaching, consulting and facilitating online; and continues adding to his writing which includes the
classic book The Solutions Focus, co-authored with Mark McKergow.

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