

Like any real-life organization, Santas workshop must find a way to do more with less, in this case producing over 500 million presents each year! That calls for quite a production capability. Each year the demand rises and the workshop must ramp up production or face disappointed children. Production director Rune decides to use a radical approach. Known as the facilitation process, this strategy has three steps: take responsibility, focus on the work at hand, and improve working relationships. Crisis at Santas Workshop is an engaging story that can be read on many different levels. Managers find a blueprint for change, while readers recognize their own working lives - and possibilities - in a classic tale of a group rallying to a cause and overcoming tremendous odds to achieve success.

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John D. Farrell is the author of The Practical Guide to Facilitation (avg rating Crisis at Santa's Workshop: Using Facilitation to Get More Done in Less Time.

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