CONTENTS

About the Author vii
Acknowledgements ix

Introduction 1

1 Being Inside Organizations 3
2 Inquiring from the Inside 17
3 Personal Learning in the Workplace 29
4 Levels and Interlevel Behaviour 41
5 Experiencing the Organizational Underworld 53
6 Experiencing Strategic Processes 65
7 Experiencing Organizational Learning and Change 77
8 Conclusions 91

Appendix 1 Keeping a Learning Journal 93
Appendix 2 Writing a Reflective Essay 95
Appendix 3 Guiding and Supervising Insider Inquiry 97
Appendix 4 Researching from the Inside 99
References and Suggested Reading 101
Index 107