



Topsight: A Guide to Studying, Diagnosing, and Fixing Information Flow in Organizations

Clay Spinuzzi

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Topsight—the overall understanding of the big picture—is hard to achieve in organizations. There’s too much going on, too many moving pieces. But without topsight, we have a hard time figuring out how information circulates, where it gets stuck, and how we can get it unstuck.

Topsight is hard to get—but you *can* get it. I know: I’ve been achieving topsight into various organizations for the last 15 years. Along the way, I’ve developed an approach in which I gather clues, confirm details, model social interactions, and use all of these to systematically achieve topsight. Read this book and you’ll learn how to

write a solid recommendation report that presents your findings and recommends ways to solve those systemic issues

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