Stan Garfield

Handbook of Community Management

Knowledge Services

Edited by Guy St. Clair

Editorial Board

Michelle Dollinger, Manager, Knowledge Services Manager, Global Financial Advisory, Deloitte (USA)

Sue Henczel, Author, Business Owner at Infase Training Pty. Ltd. (Australia)
Lee Igel, Author, Clinical Associate Professor, Tisch Institute, Co-Director, Sports &
Society, at New York University School of Professional Studies and Associate of the
Division, Medical Ethics, for the New York University Langone Medical Center (USA)
Barrie Levy, Knowledge Services Coordinator, Kohn Pedersen Fox Associates,
Architects and Associate Lecturer, Columbia University in the City of New York
(USA)

Anne Kershaw, Owner and Managing Director, Reasonable Discovery, LLC and and Lecturer, Columbia University in the City of New York (USA)

Stan Garfield

Handbook of Community Management

A Guide to Leading Communities of Practice

ISBN 978-3-11-067355-5 e-ISBN (PDF) 978-3-11-067373-9 e-ISBN (EPUB) 978-3-11-067382-1 ISSN 2625-6126

Library of Congress Control Number: 2020935457

Bibliografische Information der Deutschen Nationalbibliothek

The Deutsche Nationalbibliothek lists this publication in the Deutsche Nationalbibliografie; detailed bibliographic data is available on the internet at http://dnb.dnb.de.

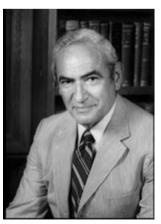
© 2020 Walter de Gruyter GmbH, Berlin/Boston Cover Image: shuoshu / DigitalVision Vectors / gettyimages.com Typesetting: Integra Software Services Pvt. Ltd. Printing and binding: CPI books GmbH, Leck

www.degruyter.com

For my dear, late parents.



My mother, Amy Louise Nusbaum Garfield (born June 13, 1922 and died May 5, 2013), was the first woman to serve in the prestigious role of Community Manager while attending Antioch College.



My father, Sol Louis Garfield (born January 8, 1918 and died August 14, 2004), was the co-editor, with Allen E. Bergin, of *Handbook of Psychotherapy and Behavior Change*, a landmark textbook in clinical psychology.