Reading list and useful links

Here are some links to books, documents, websites etc. that cover some of the material covered in the course\*.

Some of these sources are quoted directly and others I have included in case you want to find out a bit more. Please note that the fact that these links are on this list does not mean I personally endorse everything they say. There are thousands of books, articles and papers written on the subject of business management & leadership and there are many differing opinions. My advice is to continually study, reflect and try out things in order to continuously improve and keep abreast of the latest science in this field.

*\*Please note: Downloading documents or PDFs or visiting websites is carried out at your own risk. Always use an up-to-date anti-virus software package.*

**Assertiveness**

Psychology Today

<https://www.psychologytoday.com/blog/evolution-the-self/201606/are-you-assertive-enough-heres-25-ways-tell>

<https://www.brookes.ac.uk/students/wellbeing/counselling/coping-well/online-leaflets/assertiveness/>

<https://www.theguardian.com/commentisfree/2010/feb/07/women>

<https://www.amazon.co.uk/Assertiveness-Stand-Yourself-Respect-Others/dp/1495446859/ref=sr_1_1?s=books&ie=UTF8&qid=1514196392&sr=1-1&keywords=assertiveness>

**Influencing Atitudes and behavior**

IcekAjzen and Martin Fishbein

<https://www.amazon.co.uk/Predicting-Changing-Behavior-Reasoned-Approach/dp/0805859241/ref=sr_1_1?s=books&ie=UTF8&qid=1514196614&sr=1-1&keywords=icek+ajzen>

<https://www.amazon.co.uk/Attitudes-Personality-Behaviour-Mapping-Psychology/dp/0335153429/ref=sr_1_5?s=books&ie=UTF8&qid=1514196614&sr=1-5&keywords=icek+ajzen>

**KPIs**

<https://www.amazon.co.uk/KPI-Checklists-implementing-performance-checklists-ebook/dp/B00GKMOIKK/ref=sr_1_3?s=books&ie=UTF8&qid=1514197024&sr=1-3&keywords=kpi+performance+metrics>

**Email etiquette**

<https://www.lifewire.com/fundamental-email-etiquette-1171187>

**Example communications policy download Word Doc**

<https://www.out-law.com/files/communications_policy3_november_2007.doc>

**Lean**

The Machine that Changed the World: Womack, Jones and Roos

<https://www.amazon.com/Machine-That-Changed-World-Revolutionizing/dp/0743299795/ref=sr_1_1?ie=UTF8&qid=1514198665&sr=8-1&keywords=the+machine+that+changed+the+world>

**The Toyota Way: Liker**

<https://www.amazon.com/Toyota-Way-Management-Principles-Manufacturer/dp/0071392319/ref=pd_bxgy_14_img_3?_encoding=UTF8&psc=1&refRID=RXW25TX6BYGJT28NVHZ5>

Toyota Production System: Beyond Large-Scale Production

TaiichiOhno

<https://www.amazon.com/Toyota-Production-System-Beyond-Large-Scale/dp/0915299143/ref=pd_rhf_se_s_cp_0_3?_encoding=UTF8&pd_rd_i=0915299143&pd_rd_r=NFSBVDV0N988H05HXKZE&pd_rd_w=9A6RD&pd_rd_wg=9CvKe&psc=1&refRID=NFSBVDV0N988H05HXKZE>

**Paul Kearns 3 Box System**

Evaluating the ROI from Learning, Chartered Institute of Personnel and Development

<https://www.amazon.com/Evaluating-ROI-Learning-Paul-Kearns/dp/1843980789/ref=sr_1_14?s=books&ie=UTF8&qid=1514198946&sr=1-14&keywords=paul+kearns>

**Blooms Taxonomy**

<http://edglossary.org/blooms-taxonomy/>

**Kirkpatrick Four Levels of Training Evaluation**

<https://www.amazon.com/Kirkpatricks-Four-Levels-Training-Evaluation/dp/1607280086/ref=sr_1_1?s=books&ie=UTF8&qid=1514199325&sr=1-1&keywords=kirkpatrick>

**Behaviorism: BF Skinner**

<https://www.amazon.com/About-Behaviorism-B-F-Skinner/dp/0394716183/ref=sr_1_1?s=books&ie=UTF8&qid=1514199414&sr=1-1&keywords=behaviorism+books>

**Cognitive Psychology: Robert J. Sternberg**

<https://www.amazon.com/Cognitive-Psychology-Robert-J-Sternberg/dp/1305644654/ref=sr_1_3?s=books&ie=UTF8&qid=1514199470&sr=1-3&keywords=cognitive+psychology>

**Social Psychology: Thomas Gilovich, DacherKeltner, Serena Chen, Richard E. Nisbett**

<https://www.amazon.com/Social-Psychology-Third-Thomas-Gilovich/dp/0393138488/ref=sr_1_8?s=books&ie=UTF8&qid=1514199649&sr=1-8&keywords=social+psychology>

**The ProPeC Microscope**

<https://prezi.com/embed/wrquu3dbivp_/?bgcolor=ffffff&lock_to_path=0&autoplay=no&autohide_ctrls=0>

**Belbin Team Roles**

<http://www.belbin.com/about/belbin-team-roles/>

**Tuckman and Belbin**

<http://www.belbin.com/resources/blogs/belbin-and-tuckman/>

Guidance for managers in the UK on equality ;egislation

<https://www.gov.uk/guidance/equality-act-2010-guidance>

<http://www.acas.org.uk/>

**Resilience**

Roffey Park website - link below for a resilience assessment

<http://www.roffeypark.com/resilience-capability-index/>