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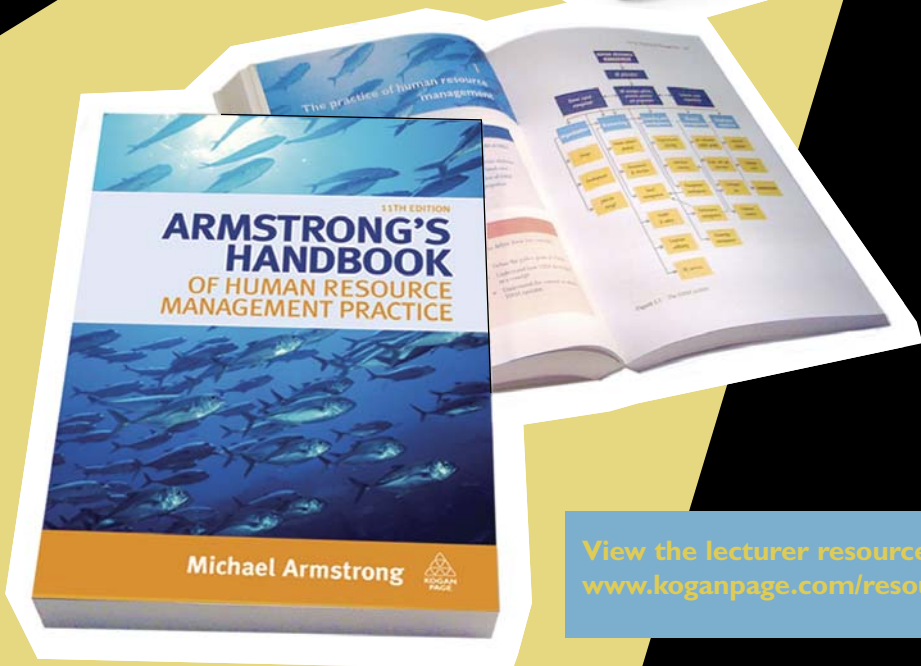
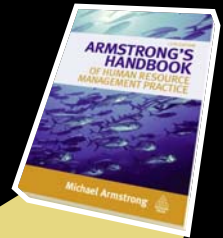


ANNOUNCING

ARMSTRONG'S HANDBOOK OF HUMAN RESOURCE MANAGEMENT PRACTICE

ALL NEW EDITION COMING MAY 2009

- FREE online resources!
- Easy to use!
- Full colour!



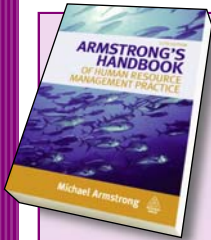
View the lecturer resources at
www.koganpage.com/resources

FORTHCOMING NEW EDITION

Armstrong's Handbook of Human Resource Management Practice

11th Edition

Michael Armstrong



- Companion website for instructors includes: teaching notes for all 62 chapters, questions and answers, PowerPoint slides and case studies.
- Companion website for students includes: questions, a glossary of key concepts and terms (845 entries), a summary of key HRM research and a unique guide to taking CIPD exams.
- Brand new colour page design and learning features create a more student-focused text.
- Key HRM text book used internationally for both undergraduate and postgraduate study.
- View a selection of sample resources at www.koganpage.com/resources

Armstrong's Handbook of Human Resource Management Practice is the classic text for all students and practitioners of HRM. It includes in-depth coverage of all the key areas essential to the HR function.

The 11th edition has been radically updated to create a cutting-edge textbook, which encourages and facilitates effective learning. It also includes the latest developments in HRM, including a new chapter on social responsibility, plus a host of online support material for students and lecturers.

SAMPLE CONTENTS: Human resource management: The practice of human resource management; HR strategies; The role and organization of the HR function; HRM processes: Competency-based HRM; Knowledge management; High-performance work systems; Work and employment: The psychological contract; Organizational behaviour: Characteristics of people; Motivation; Organizational culture; Performance management: The process of performance management; Learning and development: Learning and development programmes and events; Rewarding people; Job evaluation; Market rate analysis; Employee relations; HR procedures; HR information systems.

MICHAEL ARMSTRONG (see page 4 for this bestselling author's profile).

FREE LECTURER RESOURCES

To access the online academic resources accompanying this book, please email Jason Munn at jmunn@koganpage.com for the password and access instructions.

£39.50 | Paperback | 1040 pages | May 2009
978 0 7494 5242 1

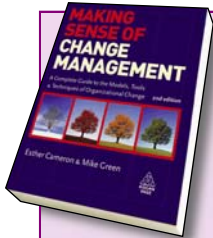
NEW EDITION

Making Sense of Change Management

A Complete Guide to the Models, Tools and Techniques of Organizational Change

2nd Edition

Esther Cameron and Mike Green



- The classic text in the field of change management.
- Includes online lecturer support material.
- Essential reading for students on business studies courses.
- Examines how to manage complex change and includes new research in change management.
- View a selection of sample resources at www.koganpage.com/resources

“This is a book that lives up to its title...it really does provide a toolkit to make sense of change.”

Richard McBain, Director of Studies Distance Learning MBA, Henley Management College, UK

Making Sense of Change Management is the classic text in the field of change management. It is aimed at students who need to understand why change happens, how it happens and what needs to be done to make change a welcome rather than a dreaded concept. It offers considered insights into the many frameworks, models and ways of approaching change and helps the reader to apply the right approach to each unique situation.

This fully updated, second edition includes new chapters on recent and emerging research in the area of change management and guidance on how to manage complex change.

CONTENTS: Individual change; Team change; Organizational change; Leading change; Restructuring; Mergers and acquisitions; Cultural change; IT-based process change; Complex change; The right way to manage change?

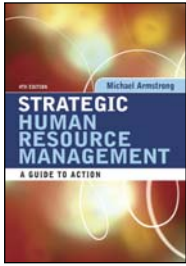
ESTHER CAMERON (see page 6 for this author’s profile).

MIKE GREEN (see page 6 for this author’s profile).

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£27.50 | Paperback | 384 pages | January 2009
978 0 7494 5310 7



NEW EDITION
Strategic Human Resource Management
A Guide to Action
4th Edition
Michael Armstrong

"This is a concise, accessible and useful review of a tricky subject."
Personnel Today

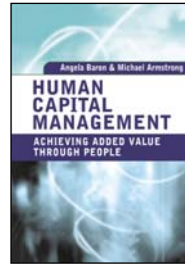
This highly regarded book provides unique practical guidance on implementing complex HR strategies formulated by practitioners, academics and consultants.

Substantially updated, the 4th edition includes the latest thinking, research and practice in this area. It also contains completely revised chapters on HRM, HR strategy, strategy reward and a Strategic HR Toolkit, providing guidance on developing HR strategy through a strategic review.

CONTENTS: The conceptual framework of strategic HRM; The concept of human resource management; The concept of strategy; The concept of strategic human resource management; The practice of strategic HRM: HR strategies; The strategic role of HR; The impact of strategic HRM; Strategic HRM in action; HR strategies: Human capital management strategy; High performance strategy; Corporate social responsibility strategy; Organization development strategy; Engagement strategy; Knowledge management strategy; Resourcing strategy; Talent management strategy; Learning and development strategy; Reward strategy; Employee relations strategy; The strategic HR toolkit.

MICHAEL ARMSTRONG is a former Chief Examiner of the Chartered Institute of Personnel and Development, UK, joint managing partner of E-reward and an independent management consultant. He has sold over 500,000 books on the subject of HRM (published with Kogan Page) including the leading title *Armstrong's Handbook of Human Resource Management Practice* (page 1 and 2).

£25.00 | Paperback | 256 pages | September 2008
9780749453756



Human Capital Management
Achieving Added Value Through People
Angela Baron and Michael Armstrong

FREE CD ROM FOR LECTURERS 

This unique book describes how HCM provides a bridge between human resource management and business strategy. Armstrong and Baron demonstrate how organizations can use HCM to enhance the value they obtain from people while continuing to meet business needs. They use various approaches including: describing the concepts of HCM and how the process works; discussing the various applications of HCM with regard to HR strategy formulation, learning and development; and examining the role of HR in HCM and the future of the concept.

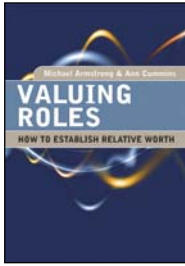
It also contains a toolkit which your students can use to develop their HCM policies and practices.

CONTENTS: The essence of human capital management (HCM); The concept of human capital; The concept of HCM; The process of HCM; The practice of HCM; Human capital data; Measuring human capital; External human capital reporting; Internal human capital reporting; Applications of HCM; HC investment in development and learning; HCM and knowledge management; HCM and performance management; HCM and talent management; The role and future of HCM; The role of HR in HCM; The future of HCM.

ANGELA BARON is a Chartered Member of the CIPD, for whom she is currently an adviser on organization and resourcing. She has been responsible for numerous research programmes ranging from corporate culture to recruitment practice.

MICHAEL ARMSTRONG (see opposite for this bestselling author's profile).

£25.00 | Paperback | 240 pages | August 2008
978 0 7494 5384 8



Valuing Roles

How to Establish
Relative Worth
**Michael Armstrong and
Ann Cummins**

“Valuing Roles offers something of value to anyone studying job evaluation as part of professional or academic training.”

Library Review, Aberdeen University, Business School, UK

Valuing Roles highlights the benefits and risks of different approaches organizations use to evaluate and reward jobs. It puts job evaluation into perspective and shows students how it links to other people in the company, ensuring transparent frameworks for talent management.

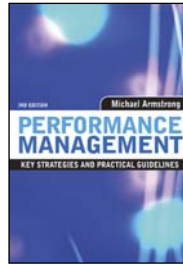
Valuing Roles thoroughly examines the ‘why’ and ‘how’ behind the concept. It includes international case studies, flowcharts, checklists, templates, and an analysis of a job evaluation survey carried out in 2007 by E-reward.

SAMPLE CONTENTS: The process of role valuation; Valuing roles: approaches and issues; Role valuation: methodology; Developing a formal job evaluation scheme; Rolling out, implementing and maintaining job evaluation; Designing a point-factor job evaluation scheme; Designing a matching job evaluation scheme; Applications of role valuation; Developing grade and pay structures; The practice of job evaluation; Job evaluation in action; Case studies in job evaluation; Trends and issues in role valuation.

MICHAEL ARMSTRONG (see page 4 for this bestselling author’s profile).

ANN CUMMINS is a management consultant specializing in reward and performance management.

£27.99 | Hardback | 336 pages | February 2008
978 0 7494 5077 9



Performance Management

Key Strategies and
Practical Guidelines
3rd Edition
Michael Armstrong

“The timing of this book is perfect, as the shift from appraisal schemes to performance management is hitting its stride.”

Personnel Today

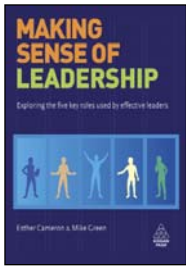
In this fully revised third edition, Michael Armstrong incorporates the findings of two major research projects on performance management. He illustrates the results with numerous case studies, providing invaluable advice from experienced practitioners. The book also includes an action plan and case studies on managing staff performance.

Packed with detailed and practical advice, it includes updated chapters on the basis, process and practice of performance management and performance management roles.

CONTENTS: The basis of performance management; The process of performance management; The practice of performance management; Performance planning and agreements; Managing performance throughout the year; Reviewing performance; Assessing performance; Improving performance; Performance management administration; Performance management and learning; Performance management and reward; 360-degree feedback; Performance management roles; Introducing and developing performance management; Learning about performance management; Evaluating performance management.

MICHAEL ARMSTRONG (see page 4 for this bestselling author’s profile).

£27.50 | Paperback | 266 pages | 2006
978 0 7494 4537 9



NEW
Making Sense of Leadership

Exploring the Five Key Roles Used by Effective Leaders
Esther Cameron and Mike Green

“This book is a brilliant combination of facts, anecdotes and easily applicable ideas which will be a valuable addition to anyone. I would heartily encourage you to dip into this treasure trove of change.”

Damian Hughes, founder of www.liquidthinker.com and author of *Liquid Leadership*

Making Sense of Leadership is a practical, accessible and solution-focused book that seeks to identify the key styles of effective leaders. The authors examine successful leaders to determine their leadership styles for success, encouraging students to explore these roles in order to find and develop effective skills.

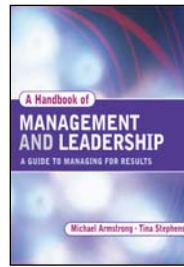
The book includes exercises for groups, providing an effective learning and development resource.

CONTENTS: Introduction: Leading from the inside out; How to use this book; The five roles; Arriving at the five roles: Understanding the five roles: The edgy catalyser; The visionary motivator; The measured connector; The tenacious implementer; The thoughtful architect; The research: What roles do effective leaders use?; Which roles are needed when?; Expanding your repertoire: Self assessment; How to step into a new role; The shadow side; Resources for developing others.

ESTHER CAMERON is a consultant who specializes in change management.

MIKE GREEN works as a consultant as well as tutor at Henley Management College, UK.

Both are established authors in the area of change and leadership and co-authors of the bestselling title *Making Sense of Change Management* (also Kogan Page) (see page 3).



A Handbook of Management and Leadership

A Guide to Managing For Results
Michael Armstrong and Tina Stephens

“Provides a complete presentation of all that students need know to pass CIPD examinations.”
Management Services

This handbook gives guidance on the processes of management and leadership. It is aligned to the Leadership and Management Standards Module, which is part of the Chartered Institute of Personnel and Development (CIPD) for Managing for Results. It therefore provides a complete presentation of all that your students need to know to pass that examination, which is an essential portal to chartered membership of the CIPD. It also deals with the subject areas covered by the Management Standards Centre.

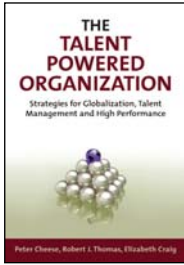
CONTENTS: The practice of management: The nature of management; The role of the manager; Leadership; Making things; Managerial activities; Managerial approaches; Strategic management; Systems and process management; Management development. Delivering change: The process of change; The context of change. Enhancing customer relations: The basis of customer service; Approaches to customer service; Achieving high levels of customer service. Enabling continuous improvement: Continuous improvement; Quality management.

MICHAEL ARMSTRONG (see page 4 for this bestselling author's profile).

TINA STEPHENS is Chief Examiner (Employee Reward) for the CIPD.

£27.50 | Paperback | 256 pages | 2005
978 0 7494 4344 3

£19.99 | Paperback | 224 pages | September 2008
978 0 7494 5039 7



The Talent Powered Organization

Strategies for Globalization, Talent Management and High Performance

Peter Cheese, Robert J. Thomas and Elizabeth Craig

“...If you are a student studying strategic HR and talent management in a global context, this book offers helpful tips.”

Training & Development (USA)

The Talent Powered Organization combines strategic analysis with a practical approach that reveals the best ways for students to learn how to recruit, manage, engage and retain people in an organization. The authors draw on a rich pool of international research and analysis to reveal key trends affecting recruitment and retention.

It contains case studies, international research findings, and practical tools that explain how to understand the forces affecting recruitment and retention.

CONTENTS: Talent imperatives for a new economic world; A strategic approach to talent; The discovery of talent; From talent development to deployment; Engagement; Embedding and sustaining talent power; Next steps and the new imperatives; Conclusions – Beyond talent management.

PETER CHEESE is the Managing Director for Accenture’s Human Performance practice globally. He has more than 25 years’ consulting experience.

ROBERT J. THOMAS is an Accenture partner and executive director of Accenture’s Institute for High Performance Business in Boston, USA.

ELIZABETH CRAIG is a research fellow at the Accenture Institute for High Performance in Boston, USA.

£19.95 | Hardback | 288 pages | 2007
978 0 7494 4990 2



Human Resource Development

Learning and Training for Individuals and Organizations
2nd Edition

John P. Wilson

“The book will provide both thought-provoking questions and stimulating answers to the key factors in HR development today.”

IT Training

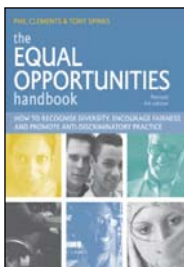
Human Resource Development is the ideal handbook for all students of this subject. This definitive guide includes thought-provoking questions and stimulating answers to the key factors in human resource development.

Edited by Dr John P. Wilson, contributors include Geoff Chivers, Professor of Continuing Education, Sheffield University, Alan Cattall, University of Bradford plus many more leading academics in the field of Human Resource Development.

CONTENTS: The role of learning, training and development in organizations; Learning and competitive strategy; The identification of learning, training and development needs; The planning and designing of learning, training and development; Delivering learning, training and development; Assessment and evaluation of learning, training and development; Managing the human resource function.

JOHN P. WILSON is an independent consultant and researcher and was formerly Senior Lecturer at Sheffield Hallam University, UK.

£37.50 | Paperback | 564 pages | 2005
978 0 7494 4352 8



**FORTHCOMING
NEW EDITION**

The Equal Opportunities Handbook

How to Recognise Diversity, Encourage Fairness and Promote Anti-Discriminatory Practice
Rev. 4th Edition
Phil Clements and Tony Spinks

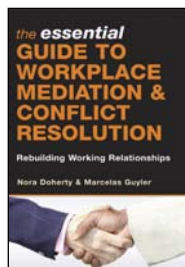
The Equal Opportunities Handbook is a guide to identifying and eradicating workplace discrimination through training and guidance. The revised edition of this popular text has been updated to reflect changes in legislation and policy.

This up-to-the-minute guide sets out straightforward procedures, relevant to all types of situation, and demonstrates how simple it is to behave with fairness, courtesy and sensitivity to all. It also includes personal action plans at the end of every chapter to aid learning and development.

SAMPLE CONTENTS: How to be fair: Definitions of prejudice; The role of language; Being in a majority group; Racism: Ethnicity and racism; Mythology; Sexism: Changing role and status of women, gender and sex differences; Sexuality: Images, equality, direct prejudice and discrimination; Equal opportunities in the workplace: Human resource processes, performance management, bullying and harassment; Equal opportunities law, agencies and links to further information.

PHIL CLEMENTS and **TONY SPINKS** are trainers with many years' experience of working in the equal opportunities field.

£19.99 | Paperback | 240 pages | March 2009
978 0 7494 5297 1



The Essential Guide to Workplace Mediation and Conflict Resolution

Rebuilding Working Relationships
Nora Doherty and Marcelas Guyler

"Doherty & Guyler have written a superb guide to modern mediation techniques here. It is, in reality, an essential guide to survival by mediation where behaviour has become the ultimate challenge not just for the boss, but for all colleagues."
Barnes&Noble.com

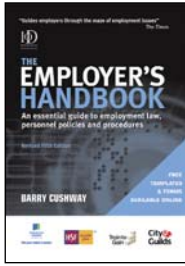
The authors examine what mediation is and how it can be successfully applied to resolve issues, by presenting a range of techniques and case studies. This book is applicable not only to one-on-one conflict, but also at team and board room level. It is written for both those who are training to become mediators as well as anyone who has to anticipate, pre-empt or defuse conflicts in the support of productive working relationships on a day-to-day basis.

CONTENTS: Introduction; Workplace mediation; Mediation in action – case studies of real life workplace meditations; The philosophy and processes of mediation – in support of conflict managers and organizational development.

NORA DOHERTY is one of the UK's leading independent consultants in the field of workplace mediation for businesses and organizations.

MARCELAS GUYLER is a business trainer, communications and development consultant, workplace mediator, Managing Director of The Human Business Limited and principal consultant of MCRG (the Mediated Cultures and Resolutions Group), UK.

£19.95 | Paperback | 174 pages | April 2008
978 0 7494 5019 9



The Employer's Handbook

An Essential Guide to
Employment Law,
Personnel Policies and
Procedures
Rev.5th Edition
Barry Cushway

"A good introduction to the many aspects of the employer/employee relationship. Written in clear, simple language, it is handy for anyone needing an overview of this field."

Accounting Technician

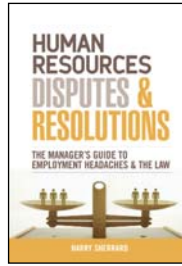
This book presents your students with both essential legal information and best practice guidelines for effective people management. This new edition has been fully updated to take account of the changes arising from the Employment Equality (Age) Regulations 2006, the Work and Families Act 2006, Maternity and Paternity Leave, and the Paternity and Adoption Leave (amendment) Regulations 2006.

With a wealth of sample letters, forms, policy documents and procedures, as well as access to a unique website providing valuable sample material, *The Employer's Handbook* is an indispensable guide.

SAMPLE CONTENTS: Recruiting staff; Writing contracts; Employee benefits; Dealing with absence; Maternity/paternity rights; Working hours and holidays; Writing a staff handbook; Handling organizational change; Dealing with grievances; Terminating employment; Ensuring the health, safety and welfare of employees; Useful addresses.

BARRY CUSHWAY is an independent HR consultant and Personnel Advisor to the IoD. He is also the author of *The Handbook of Model Job Descriptions* (also Kogan Page).

£18.95 | Hardback | 336 pages | June 2008
978 0 7494 5116 5



Human Resources Disputes and Resolutions

The Manager's Guide to
Employment Headaches
and the Law
Harry Sherrard

Human Resources Disputes and Resolutions is the only book to tackle legal procedures in an accessible questions and answers format.

Based on real-life scenarios and presented as a series of thought-provoking case studies, this book presents a compilation of common workplace disputes. It provides students with legal analysis of each incident and a resolution that is practical in application.

CONTENTS: Discrimination; Contracts of employment; Unfair dismissal; TUPE - Transfers of undertakings; Redundancy and restructuring; Unions and consultation; Data protection; Disciplinary; Maternity and paternity; Working time; Dismissal; Miscellaneous.

HARRY SHERRARD is the Principal Solicitor at Sherrards, a specialist employment law firm, with a national client database. He also writes and lectures on employment law and has conducted numerous training programmes for clients.

£18.99 | Paperback | 208 pages | 2007
978 0 7494 4963 6



Leading Change Management

Leadership Strategies that Really Work
David Herold and Donald Fedor

Leading Change Management is based on a study of over 300 change management processes involving over 8000 individuals.

The book demonstrates to your students that change is a messy, complicated process affected by many factors and that the leaders involved need a framework to produce a successful outcome.

The resultant model laid out in the book was developed by the authors and then road-tested by hundreds of frontline managers to prove that it works.

CONTENTS: The realities of change; Reframing the change dilemma; What is changing, and where?; Leading others through change; We don't all lead from the same place; People's motivation to change; People's capacity for change; Change does not occur in a vacuum; Putting the pieces together; Smart change leaders – they get it!

DAVID M. HEROLD is Professor Emeritus at DuPree College of Management, Georgia Institute of Technology, USA. Also a consultant for many large and medium-sized corporations, he has studied change in many private and public organizations.

DONALD B. FEDOR is Professor of Organizational Behavior, also at DuPree College of Management, USA. His work on organizational change has involved organizations from a cross section of industries, both public and private.

£12.99 | Hardback | 176 pages | August 2008
978 0 7494 5331 2

See page 3 for *Making Sense of Change Management*



Appreciative Inquiry for Change Management

Using AI to Facilitate Organizational Development
Sarah Lewis, Jonathan Passmore and Stefan Cantore

This book studies how Appreciative Inquiry can be practically applied to situations. Combining the skills, perspectives and approaches of AI your students will learn a practical conversational approach to organizational challenges.

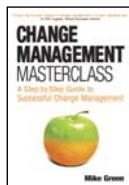
SAMPLE CONTENTS: Appreciative Inquiry: How do you do it?; The power of the question; The power of conversation ; Extending practice: working with story in organizations; Becoming an appreciative conversational practitioner.

SARAH LEWIS is a Chartered Occupational Psychologist, an Associate Fellow of the BPS and a founder member of the Association of Business Psychologists.

STEFAN CANTORE is a consultant in the areas of leadership and management development.

JONATHAN PASSMORE (see page 12 for this author's profile)

£29.99 | Hardback | 272 pages | December 2007
978 0 7494 5071 7



Change Management Masterclass

A Step by Step Guide to Successful Change Management
Mike Green

"It is academically rigorous... and will make a useful resource for MBA students..."
Start Your Business

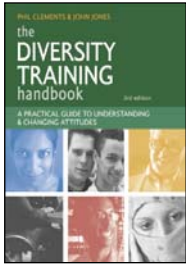
Change Management Masterclass explains the different ways change management can be approached and what makes the process successful. It analyses the change process in an ordered and structured way to help your students understand the concepts and deal with unexpected problems that arise.

It also provides a model for change that will help students to make sense of change management and manage change in the future.

CONTENTS: Introduction; Approaching change; Orientation; Organizational case studies; Organization; Mobilization; Implementation; Transition; Leading change; Integration; Conclusion.

MIKE GREEN (see page 6 for this author's profile).

£19.99 | Paperback | 288 pages | 2007
978 0 7494 4507 2



NEW EDITION
The Diversity Training Handbook
 A Practical Guide to Understanding and Changing Attitudes
3rd Edition
Phil Clements and John Jones

The Diversity Training Handbook gives students a practical approach to dealing with sensitive issues such as racism, sexism and homophobia. It offers clear guidelines, information on diversity training and techniques to help bring about attitude change.

This edition has been updated to include chapters on facilitating diversity training and the management of minority staff, as well as information on the new Equality and Human Rights Commission. It also includes legal updates and key learning points for each chapter, making this essential reading for your students.

CONTENTS: Approaching diversity; Making the case for diversity; Learning to learn about diversity; A knowledge base for diversity training; Designing diversity training; Diversity training challenges and issues; Facilitating diversity training; Tactics for teaching and learning diversity; Evaluating and assessing diversity training; Diversity training in action; The management of black and minority ethnic staff; Useful models for diversity training.

PHIL CLEMENTS and **JOHN JONES** run a training consultancy dealing with diversity issues. **Phil** is also Programme Area Leader at the Institute of Criminal Justice Studies, UK. **John** is Distance Learning Undergraduate Degrees Programme Leader for the Institute of Criminal Justice Studies, UK.

£24.95 | Paperback | 224 pages | October 2008
 978 0 7494 5068 7



The Theory and Practice of Training
 Revised 5th Edition
Roger Buckley and Jim Caple

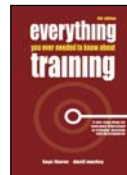
This revised 5th edition provides a wide-ranging outline of major instructional and training concepts, and their relationship to training in practice. With valuable real-life case studies to illustrate the theory, this is an ideal learning text.

SAMPLE CONTENTS: Training and the organizational environment; A systematic approach to training; The training programme: Selection, design and delivery; Assessing the effectiveness of training.

ROGER BUCKLEY is a Chartered Psychologist who has spent over 30 years in the field of education, training and development.

JIM CAPLE is a Chartered Psychologist and a Director of Cashton-Hodges Consultancy Ltd, UK, specializing in training and development.

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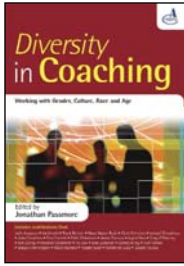
This book highlights the main stages of identifying, designing and delivering learning and development. It provides key points to assimilate the concepts quickly and develop individual pathways to learning. It also includes checklists, evaluation forms and useful website addresses.

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KAYE THORNE is a well-known training consultant and writer.


DAVID MACKAY spent 19 years with Unysis, prior to setting up his own consultancy.

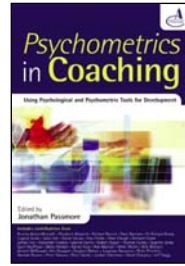
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Diversity in Coaching


Working with Gender, Culture, Race and Age
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Psychometrics in Coaching

Using Psychological and Psychometric Tools for Development
Edited by Jonathan Passmore

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Diversity in Coaching explores the impact and implication of difference in coaching. The book looks at how your coaching students can respond to issues of gender, generational, cultural, national and racial difference.

Each chapter is written by a coach who specializes in coaching in specific countries or to specific groups. They provide guidance on understanding diversity and how students can adapt coaching styles and techniques to meet individual needs, local demands and cultural preferences.

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CONTRIBUTORS: Jodie Anagnos, Val Arnold, Frank Bresser, Mary Wayne Bush, Silvio Celestino, Indrani Choudhury, Julia Choukhno, Tinu Cornish, Eddie Erlandson, Janine Everson, Ingrid Faro, Craig O'Flaherty, Bob Garvey, Ho Law, Kate Ludeman, Catherine Ng, Tom Palmer, Gregory Pennington, Yogesh Sood, Katherine Tulpa, Takashi Tanaka.

JONATHAN PASSMORE is a chartered occupational psychologist, an accredited AC coach, a coaching supervisor and fellow of the CIPD. He is the author of several books and editor of the two previous books in this series *Psychometrics in Coaching* and *Excellence in Coaching* (see opposite and page 13).

"A very timely book. Both coaching and psychometrics are fast growing areas. Psychometric test results help build the foundation on which effective coaching rests..."

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Written by an international team of global coaching practitioners, *Psychometrics in Coaching* provides an overview of using psychometrics and providing feedback. It offers clear explanations of the key models and tools used in coaching today. The tools covered include MBTI, OPQ, Wave, ELQ, MTQ 48, VIA and CTT.

For students new to learning about psychometric tests, this book provides a deeper understanding of the models, theory and research behind them, their reliability and validity, and how to implement them as part of a wider coaching and development programme.

SAMPLE CONTENTS: Using feedback in coaching; Coaching with MBTI; Coaching for teams - Team Management Systems (TMS); Coaching with OPQ; Coaching with Motivation Questionnaire; Coaching with Saville; Consulting WaveTM; Coaching for emotional intelligence ; Identifying potential derailing behaviours- Hogan Development Instrument; Developing resilience through Coaching - MTQ 48; Using archetypes in coaching; Coaching for stress - Stress scan; Coaching for cultural transform – CTT; Coaching with FIRO Element B; Coaching with LSI; An overview of psychometric questionnaires.

JONATHAN PASSMORE (see opposite for this author's profile.)

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Excellence in Coaching

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Training and Coaching Today

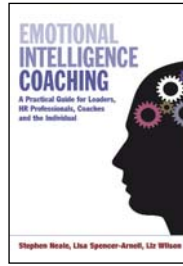
Excellence in Coaching is essential reading for anyone studying coaching through the ILM, coaching training, a Master's course, or as part of a psychology or business degree.

With contributions from a wealth of leading coaching professionals, *Excellence in Coaching* provides cutting-edge thinking in the field of workplace coaching. The contributors, including Sir John Whitmore (author of the bestselling *Coaching for Performance*) and Cary Cooper CBE, offer a breadth of perspective and insights into the range of coaching disciplines. This comprehensive guide covers all the essential issues that affect future coaches and is the industry bible for best practice.

CONTENTS: The Business of coaching; What is coaching?; Coaching within organizations; Setting up and running your coaching practice; Coaching models and approaches; Behavioural coaching -- the GROW model; Solution-focused coaching; Cognitive behavioural coaching; NLP coaching; Transpersonal coaching; Integrative coaching; Intercultural coaching; Coaching and stress; Professional issues; Coaching ethics: integrity in the moment of choice; Coaching supervision.

JONATHAN PASSMORE (see page 12 for this author's profile).

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NEW

Emotional Intelligence Coaching

Improving performance for leaders, coaches and the individual
Stephen Neale, Lisa Spencer-Arnell and Liz Wilson

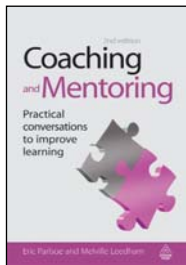
Emotional Intelligence Coaching examines how emotions and habits can impact on performance. Emotional intelligence is about recognising how the attitudes we have prevent us from reaching our potential and replacing them with more useful attitudes, feelings and thoughts. The authors present the various models and tools which students can use to help them be more aware of emotional intelligence.

The book explains the basic principles of emotional intelligence and how these relate to coaching for performance. It includes practical activities as well as interviews with coaches who use emotional intelligence as part of their coaching strategy.

CONTENTS: What is emotional intelligence?; What is coaching?; The importance of emotional intelligence in coaching; The fast track to performance and profitability; 16 ways to develop your emotional intelligence; Understanding and working with values, beliefs and attitudes; Core coaching skills; How goals flow from values to action; The coaching toolkit; Coaching ethics and best practice.

STEPHEN NEALE, LISA SPENCER-ARNELL and LIZ WILSON are experienced coaches, mentors and trainers. Together they run a consultancy, which specializes in emotional intelligence coaching. All three authors work internationally, delivering coaching and running training seminars and lectures.

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Coaching and Mentoring shows students how to create conversations which will encourage personal development. The second edition of this highly successful book has been radically updated to reflect recent dramatic changes in this important area.

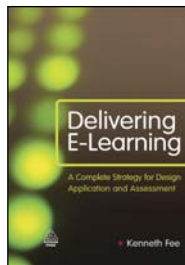
The authors demonstrate how important it is to relate theoretical models to specific situations in order to gain real practical benefits. This edition includes new chapters on the awareness of individual differences as well as a review of the models used by coaches and mentors. The book provides a complete resource for students who want to learn how to help and support people to learn more effectively.

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ERIC PARSLÖE is Chairman of The OCM: leaders in coach-mentoring, a member of the CIPD coaching faculty and a founder of the European Mentoring and Coaching Council (EMCC).

MELVILLE LEEDHAM runs his own coach-mentoring business specializing in improving the performance of individuals, teams and organizations. He also trains, supervises and assesses other coaches.

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FORTHCOMING

Delivering E-Learning

A Complete Strategy for Design, Application and Assessment
Kenneth Fee

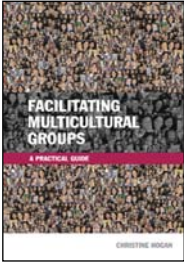
Delivering E-Learning describes to students a new and better way of understanding e-learning. The author looks at overcoming objections to e-learning and acknowledging poor past practice before presenting a new strategic approach. The book places the emphasis firmly on learning not technology, de-mystifying the jargon and de-banking industry myths.

Proposing a strategic approach, the author demonstrates how to align e-learning strategy with learning and business strategies and discusses why a thorough grasp of e-learning is essential for implementing effective training within an organization.

CONTENTS: Learning in the digital age; Understanding e-learning; Advocacy of e-learning; Development; Suppliers and resources; Learning design issues; Measurement and results; Learning more about e-learning; E-learning in the future.

KENNETH FEE is a learning and development consultant, specialising in e-learning strategy. He was founding Chief Executive of the eLearning Alliance, is a Chartered Fellow of the CIPD and a Fellow of CMI.

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A Practical Guide
Christine Hogan

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DR CHRISTINE HOGAN is a professional facilitator and educator. An International Consultant, her extensive consultancy works internationally, focusing on personal, organizational and community development. Previously, she taught as a Senior Lecturer in Human Resources Development for 13 years at Curtin University, Perth, Australia.

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The Complete Facilitator's Handbook

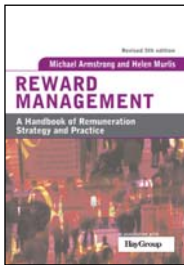
John Heron

This comprehensive guide provides your students with the key to successful facilitation. Analytical in approach and highly structured, it aims to help them understand and develop their own personal style of facilitation. Combining theoretical and practical content, it provides the essential foundations for building effective facilitative skills that suit a future facilitator's personality.

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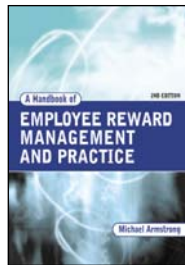
JOHN HERON was the founder and director of the Human Potential Research group at the University of Surrey, UK. He is now a training consultant.

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HELEN MURLIS CIPD is a director of Hay Group, UK. She has spent over 25 years leading and consulting on reward strategy, performance management and improvement issues across public and private sectors.

MICHAEL ARMSTRONG (see page 4 for this bestselling author's profile)

Covering all your students need to know about reward management, this book has become an established reference work on human resource management courses around the world. The handbook is both highly readable and contains an impressive programme of tried and tested techniques for running efficient and motivational reward programmes.

This new edition contains new research conducted by E-Reward, as well as over 30 new case studies and brand new coverage of key topics. For those studying human resource management, this book helps them understand the latest thinking in staff motivation and reward.

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MICHAEL ARMSTRONG (see page 4 for this bestselling author's profile)

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