

Leadership Pocketbook 2nd Edition Management Pocketbooks

Performance Management Pocketbook Talent Management Pocketbook Managing Change Pocketbook Time Management Pocketbook Managing Difficult Participants Pocketbook Managing Cashflow Pocketbook Managing Budgets Pocketbook Behaviour Management Pocketbook Starting in Management Pocketbook Absence Management Pocketbook Time Management Pocketbook Project Management Pocketbook Managing Workload Pocketbook Managing Recruitment Pocketbook Managing Upwards Pocketbook Business Planning Pocketbook Balance Sheet Pocketbook Managing Customer Service Pocketbook Managing Time Managing Your Appraisal Pocketbook Pam Jones Andy Cross Neil Russell-Jones Mike Clayton John Townsend Anne Hawkins Anne Hawkins Peter Hook Patrick Forsyth Max Eggert Ian Fleming Keith Posner Will Thomas Stewart Wright Patrick Forsyth Neil Russell-Jones Anne Hawkins Andy Cross Institute of Leadership & Management Max Eggert

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performance management is about getting results getting the best from people and helping them to achieve their potential employee engagement has an important role to play in this it is about the emotional commitment to the organisation and its goals in this second edition of the performance management pocketbook readers will find plenty of tips and techniques to enhance their performance in the following areas leading others to achieve results understanding the impact of their own style engaging and motivating others creating high performance teams setting clear objectives managing performance difficulties and coaching and delegating effectively the book contains illustrative case studies and each chapter has a helpful review and actions section the author pam jones is a member of the asbridge business school open programme management team her responsibilities cover a suite of programmes encompassing performance management influencing and general management skills in an ever demanding and competitive world ok and average simply aren't enough performance matters if you want to get the best out of your people then this book is packed with advice and ideas on how to do that lydia hatley leadership change manager argos very useful a practical and comprehensive guide for all leaders who truly value their team claire dobbs managing director havas life london

how to find keep and get the best from the people who can make an enterprise thrive is the subject of the talent management pocketbook now in its 2nd edition it features checklists and self assessment tools to gauge current talent management strategy and pinpoint where improvements can be made included too are examples of outstanding talent management practices how do you judge with confidence that someone will succeed in a bigger role the book describes how the potential profiler can help identify potential talent in the key performance areas it is one of several helpful models described blending talent in order to build talented teams is another focus of this illustrated pocketbook it deals with its subject in clear concise terms with the emphasis on providing practical solutions the talent management pocketbook has been written for trainers hr and recruitment professionals and for line managers with responsibility for retaining and developing talented team members

the managing change pocketbook is for all those people responsible for managing change or wishing to understand an imposed change now in its 4th edition this popular title in the pocketbooks series explains what change is and why it is necessary why some change needs proactive management the effects of change on people how to gain commitment how to manage change the tools available ways to communicate and examples of success and failure

we cannot manage time all we can do is learn how to use the time that we have as well as we can says dr mike clayton author of the all new time management pocketbook illustrated throughout the book begins by explaining how to plan your time how to balance the advantages of

feeling in control against the necessity of remaining flexible and how to adapt to changes it then deals with ways of working that will make you more productive and looks at strategies for tackling one of the biggest problems you face the challenge of too much a summary of the eight most popular time management systems in use comprises the penultimate section of the book the author does admit though i m no fan of systems instead i prefer broad principles and a well stocked box of tools to apply to different situations to me a system is a principle applied rigidly and at some point it won t apply that s why i filled this pocketbook with ideas to try not just a single system the book concludes by looking at how organisations can treat time as a strategic asset systematically making better use of it for the greatest possible return

a collection of 24 portraits of difficult participants encountered on training courses and at meetings meet the trapper the griper the silent cynic the whisperer and their many friends learn how to cope with them using such techniques as blockbusting psychological judo reframing self revelation and confrontation cartoons of the characters add to the humorous approach and there are four mini case studies i loved the book it shows such a great variety of ways to deal with challengers

all business decisions affect the movement of cash one way or another as the managing cashflow pocketbook clearly demonstrates it stresses the importance of proper cash management by all managers and how this impacts on the running of a business reconciling profit to cash improving cashflow and managing working capital are central issues in this extensively illustrated book

there are two ways to control the profitability of a business through budgeting and through knowing and understanding internal product costs effective strategic decisions cannot be made without fully comprehending these vital issues the managing budgets pocketbook explains the link between these two methods of control and how they support each other it covers the difference between revenue and capital budgets the do s and don t s of good practice and the importance and best methods of product costing

it s every new teacher s first concern and it s an area about which even the most experienced teachers are never complacent how to control their classes this new edition of the teachers pocketbooks top selling title is a practical authoritative guide to creating calm classes and focused co operative students the book starts from the premise that teachers cannot control the behaviour of children instead they must seek to influence it teachers are most effective in managing behaviour when they focus on antecedents and consequences this means building relationships and using preventative strategies followed by consistent use of logical consequences the book covers different styles of behaviour management getting the basics right eight core principles and a ten step discipline plan a section entitled developing the toolkit offers a broad range of strategies for teachers to use all are explained in practical classroom terms with examples of phrases to use for maximum effectiveness underpinning the repertoire of techniques is a strong framework the 4rs rights responsibilities rules and routines liberal use of cartoons diagrams mnemonics and other visual devices reinforce the message and fast track understanding an invaluable guide for all adults who work with children this book will change the way you think and act in the classroom and should be compulsory reading tim plumb head teacher woolwich polytechnic school a fantastic read buy copies for your staff this year they ll become more effective by using the approaches outlined in this book sarah skinner head claydon high school provides realistic and effective strategies to empower all teachers to create and establish a positive learning environment for all i recommend it teresa copeland assistant principal strood academy

there is only one opportunity to make a good a start and this pocketbook will help new managers do just that central to the starting in management pocketbook are team skills creating staff loyalty and commitment building working relationships that are constructive and creative and forging teams that are successful the author begins by defining management identifying the skills required and highlighting the different styles of management the importance of reconnaissance and preparation prior to taking up the post is then dealt with before spotlighting the key issues facing managers on day one in the new job

sixty practical suggestions for reducing absenteeism are detailed in this title followed by a look at the legal aspects of employment and advice on how to introduce an absence control policy the author management psychologist max a eggert also looks at the costs of absenteeism monetary and psychological and five ways of measuring absence this is a new edition of the controlling absenteeism pocketbook 978 1 870471 64 0 first published in 2000 other pocketbooks by the same author include assertiveness managing your appraisal motivation and resolving conflict

the time management pocketbook is one of our most popular titles now in its 6th edition effective use of time is not just about using your diary better it calls for many management skills the author looks at these skills within the context of a time management model the model breaks down the process of managing time into these headings managing what you do managing where you work managing communications

managing to work with others and managing everyday skills covered include objective setting decision making problem solving creativity assertiveness listening questioning reading writing and handling paperwork and phone calls

the project management pocketbook is a practical step by step guide to managing a project through to completion it looks at each key stage and identifies the management techniques that can be applied from objective setting through to implementation the book stresses the importance of good communication teamworking and influencing skills all too often books on this subject cover the process of project management and not the people aspects this pocketbook addresses both project management requires a multitude of skills from vision and planning to monitoring communication leadership and of course delivery this pocketbook pulls together best practice from these diverse areas into one simple easy to read booklet refreshingly it has been written from a general business perspective rather than i t and is therefore applicable to anyone managing change adrian guttridge vice president uk ireland eds a lively guide based on real events that any of us may encounter in our everyday life at work or as i found out after reading this at home johann de waal director international sos insurance services ltd

teaching is a challenging and rewarding profession if there s a downside it s the workload not properly managed it can lead to stress and related problems if you feel you could be using time better working less and enjoying life more then this book offers some useful tips tools and strategies for work life balancing sections on stress attitudes and habits time management and looking after yourself lead to a helpful workload evaluation tool at the end of the book drawing on the experiences of real teachers in real schools you sense that will thomas understands the pressures and challenges peculiar to the job and his common sense approach is welcome

recruiting successful candidates leads to improved performance increased customer satisfaction enhanced organisational reputation greater staff morale and a positive reflection on those involved in the recruitment process the managing recruitment pocketbook explains how to plan recruitment attract the right candidates assess cvs and application forms get the most out of the interview use different methods of selection and how to make the job offer under attracting the right candidates the pocketbook looks at advertising methods using the internet employing recruitment agencies and recruiting internally selection methods addressed include psychometric tests personality questionnaires assessment centres presentations and work sample exercises the final chapter covers how to pull all the selection information together references medicals handling unsuccessful candidates and making the eventual offer complementing this new title are two other existing pocketbooks the interviewer s pocketbook and the succeeding at interviews pocketbook

how to get the best from your working relationship with your boss and other senior people is the subject of the managing upwards pocketbook it begins by looking at what makes a good boss and what drives the relationship from both the subordinate s and the boss s perspective there is advice on how to build a partnership that is constructive straightforward trusting and mutually beneficial under the heading working to create impact the book deals with such matters as taking a brief objectives and targets using timings and deadlines to advantage and progress reports subsequent chapters detail how to communicate with senior people including listening to each other how to get agreement and how to handle difficulties such as poor information flow broken promises the leave it to me syndrome and more serious issues such as bullying and sexual harassment job appraisals are dealt with too

the business planning pocketbook 3rd edition explains what issues to address how to write a business plan what questions to ask how much detail to include and the time frame to adopt in the chapter on planning theory the author identifies eight different planning styles followed in the next chapter with a description of the seven stages of the planning process in his summary the author says a plan is a statement of what you intend to achieve how when and with what resources a complex subject made simple author neil russell jones is widely published speaks internationally lectures and is a special advisor for the princes youth business trust in the management pocketbooks series he has also written books on decision making strategy managing change and marketing

the balance sheet pocketbook begins by constructing a model to show how money works within a business i e where funds come from and how they are used the structure of the balance sheet and the profit and loss reports are then examined and explained within the context of this model common misconceptions are frequently highlighted and financial jargon is clearly unravelled

for leaders of customer service teams the managing customer service pocketbook draws on some startling statistics to highlight the benefit of building customer loyalty for example one study shows that a mere 5 increase in customer loyalty can boost profitability by up to 85 earning loyalty is about delighting the customer by delivering outstanding service and as the book s author andy cross explains the bedrock of service

excellence is the service brand the book uses a 5 stage model to describe how to create and nurture such a service brand through the recruitment training leadership and motivation of a customer service team that works diligently and passionately for the highest possible standards of service stage one is to establish the vision or the brand values by properly understanding what it is that the customer wants above all else this is what drives the team then you have to align these values with those of the team itself this is achieved through careful recruitment training and inspirational people management further stages in the process of managing the service brand cover coaching the team to deliver consistently brilliant service what to do when things go wrong top tips and how to create an environment in which team members have the freedom to improve we believe you ll be highly satisfied with this book and if statistics are to be believed six times more likely to order again

with forty well structured and easy to follow topics to choose from each workbook has a wide range of case studies questions and activities to meet both an individual or organization s training needs whether studying for an ilm qualification or looking to enhance the skills of your employees super series provides essential solutions frameworks and techniques to support management and leadership development

the managing your appraisal pocketbook is written from the appraisee s standpoint it encourages people to take charge of their own career development by preparing for and properly using appraisals its author is max eggert a management psychologist who specialises in assisting organisations and individuals to achieve their best he looks at the dangers and benefits of appraisals how to prepare for them performance measurement feedback the appraisal interview structure and types of questioning for hints and tips on setting up and running an appraisal system see the appraisal s pocketbook

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