

## Impact Presence Pocketbook Management Pocketbooks

The Impact & Presence Pocketbook explains the importance of impact and shows readers how to develop a congruent and personal presence, enhance their leadership skills, create an atmosphere in their teams that will motivate and enthuse, and how to manage difficult situations. Subjects covered in the new pocketbook include: self-awareness .....

Get off to a flying start as a new manager, with the help of this time-saving ebook. Each chapter can be read in five minutes or less (ideal for reading in your coffee break or on the train) yet the tips you'll pick up can benefit you throughout your whole career. The short chapters are structured so that you can read them in any order, dipping into your chosen topic as the need arises. Topics include: assertiveness, career development, decision making, handling difficult conversations, interviewing (and being interviewed), learning, listening, managing meetings, negotiating, NLP, organising yourself, persuading, presenting, rapport, report writing, self-confidence, stress management, time management and transactional analysis. Each comes with an exercise to help you put your newly-gained know-how into action straight away. Now you don't need to search through numerous lengthy management books trying to unearth the gems that will actually be of use in your everyday work - Mike Clayton has done that hard work for you, distilling some of the most helpful business models and presenting you with the essence: clear, succinct summaries of the techniques that will serve you best. Quick Tips For Managers will be helpful to experienced managers too, as a concise refresher.

Philosophy for Children (P4C) was conceived by Professor Matthew Lipman in the late 1960s. Here's what he said about it: 'The aim of a thinking skills program such as P4C is to help children become more thoughtful, more reflective, more considerate and more reasonable individuals. 'Who wouldn't want to offer their pupils that opportunity? In the P4C Pocketbook, Barry Hymer and Roger Sutcliffe explain how to use P4C in your own classroom to sustain and develop in all children the curiosity that is so evident in the young. They introduce and explain 'communities of enquiry', outline a broad ten-step process for P4C sessions, provide plenty of practical examples, and show how P4C can be used to explore key concepts. Chapters are devoted to choosing a stimulus, questions, the Socratic Method, facilitating an enquiry, and review. There is an excellent resource section at the end of the book spanning Foundation Stage to KS5. Teachers are responsible for shaping the connections inside learners' brains on a day-to-day basis, connections that will remain in place for the rest of those learners' lives. Understanding the science of learning in the brain is, therefore, a powerful way to inform teaching and have an impact on learning. Furthermore, research evidence shows that teaching children about how the brain learns can improve their motivation to learn. So, when education writer and former teacher Richard Churches got together with two neuroscientists and a group of teachers they saw an exciting opportunity to pool their expertise and explore how insight from neuroscience could translate into classroom practice. Learning & the Brain Pocketbook is full of accessible information about how the brain works, how it learns, how it memorises and how it develops. At every turn, the material is discussed in relation to the classroom. Numerous tips and strategies draw on the neuroscience to enhance and support what you do with your learners. Learning about the brain is fun - and it makes for great professional development.

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

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.

Teaching exam classes carries a weight of responsibility for all teachers. They know that offering their students the best possible education is not about the narrow diet of 'teaching to the test', they also know that good test scores and excellent exam results are fundamental. So how do teachers equip their pupils for exam success while at the same time ensuring high standards of teaching and learning? The Exams, Tests, Revision Pocketbook looks at how to do just that. Rooted firmly in experience and research, this is a practical 'how to' Pocketbook aimed at classroom teachers. It provides strategies, activities and techniques for successfully teaching examination classes. Whether those are related

to: using time efficiently, cognitive psychology and motivation theory, unpicking great exam technique or exploring the best use of past papers, mark schemes and examiners' reports, they are always accessible and can be readily imported for immediate classroom application. The Pocketbook is highly illustrated. Cartoons, diagrams and visual prompts support the text and cement the ideas.

Britain today is culturally and linguistically diverse. One in eight pupils in primary schools speaks a language other than English; in secondary schools, one in six. Over 200 languages are spoken in London schools. The EAL Pocketbook is for teachers of pupils learning English as an additional language, whether in rural or urban contexts. It provides tips, tools and techniques to ensure that all pupils can thrive in their learning. Author Alice Washbourne is a consultant EAL advisor. Her inclusive approach is modelled on 'the ladder to success' beginning with the learner's skills and strengths, building on these to make learning cognitively challenging, then providing scaffolding to support their move towards independent learning. Useful guidance for both novice and experienced practitioners. 'A bucket-load of good advice and practical ideas in a pocket-size book. These thoughtful insights translate easily into effective classroom practice' Sally Williams, Head of School, Myatt Garden Primary 'This book is full of crystal clear and practical strategies for teachers to use in class. It's easier to follow than not to... The strategies in this book will support teachers, raising not only EAL but all the students' attainment and achievement levels. Thank you Alice' Tuba Bauhofer, EAL Co-ordinator, Prendergast-Ladywell Fields College

Bullying: 'Repeated intimidation intentionally carried out by a more powerful person or group in order to cause physical and/or emotional hurt';. It happens in every type of school and in all classes and cultures; it's a problem for thousands of children and increasing numbers of teachers. The Stop Bullying Pocketbook is jam-packed with practical ideas for tackling all forms of bullying, including the insidious cyber bullying that leaves victims vulnerable 24 hours a day, seven days a week. Author Michele Elliott, inspirational founder and director of Kidscape, offers defending, deflecting and defusing strategies for those who suffer at the hands of bullies as well as strategies for parents and teachers who have to deal with bullies. There are awareness-raising ideas for students and tried and tested methods for teachers looking to create a bully-free school. It's an uplifting, energising book that leaves you utterly convinced that the bullies can indeed be 'zapped'.

'The mind is not a vessel to be filled but a fire to be kindled' (Plutarch). The trouble is that, as much as we believe those words, we're sometimes under such pressure to 'deliver' that we're tricked into the spoon-feeding shortcut. We then become trapped, with our pupils, in an unhealthy cycle where we do more and more of the work and they rely on us more and more heavily. The Independent Learning Pocketbook is about breaking that cycle and creating ambitious learners who are self-regulated, self-motivated, resourceful and resilient - learners with clear goals and direction and who use their initiative to achieve success. Peter Anstee draws on a variety of research, as well as first-hand classroom experience and observation, in this clear-sighted look at how to inspire and nurture the people you teach to become lifelong learners.

This title shows you how to create presence through your teacher persona. In doing so, it plugs a gap that exists in teacher training and CPD. It draws on exciting and not widely disseminated material from the world of acting and improvisation to provide straightforward tools and strategies that all teachers can use to improve their classroom presence.

Some books on the topic of confidence offer a 'quick-fix' approach which could be summarised as 'believe in yourself'. This Pocketbook is different; it suggests that you need to arrive at a position of justified self-belief. In other words get good at something then believe in yourself. It contains tips and techniques to help you grow in confidence, grasp life's challenges and fulfil your ambitions. Confidence matters because a lack of it can stop you going after what you really want in life. The focus of this book is on acquiring real confidence, that is substantial and justifiable. Discover how to take on more challenging tasks through graded exposure, managing your mindset and tapping into your sub-personalities. The author Peter English set up his own training company almost two decades ago and over the years has found that a lack of confidence is an issue for many course participants. The advice and tips in this Pocketbook are based partly on working with those people, hearing their stories and finding ways to help them, as well as on research he has undertaken and his own experience of having once been a shy person. The Confidence Pocketbook sets out a range of confidence-building strategies and then pulls these together into an action plan. There is advice too on how to boost your confidence at short notice when faced with specific challenges (e.g. tackling a difficult conversation or making an important presentation.)

"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

' "I really like it when we can talk in class," says Kelly in Year 8, grinning from ear to ear when I suggest a group activity on a grey Monday morning. Although I suspect that she might like it for the wrong reasons, I know that there is a lot for her - and the other 29 students in the class - to learn in a structured co-operative learning context.' Gael Luzet's

Pocketbook about small group work focuses on how 'the power of more than one' can transform learning. Like all good teaching and learning strategies, successful collaborative learning relies on meticulous planning and careful delivery, both of which are discussed here. Ideas for basic collaborative activities are included as well as practical examples of how to use various high impact strategies in lessons. You begin to see what lies behind Vygotsky's words: 'The one who does the talking does the learning'. And assessing and evaluating? Process and product; individual and team contributions; formative and summative approaches - they're all covered.

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.

By helping students to recognise, understand and handle emotions - their own and others' - we can build their self-esteem, improve their confidence and pave the way for them to become educationally and socially successful. The authors use case studies to demonstrate the effectiveness of helping children to feel CLASI - Capable, Listened to, Accepted, Safe, Included. There are chapters on building relationships that support learning, on nurturing 'open' conversations, on working effectively in groups and on classroom organisation. Sections on using stories to build emotional literacy and on emotional literacy in the staffroom emphasise the need to keep the bridge open between the thinking and feeling parts of the brain. A reliable and authoritative Pocketbook that, as one literacy coordinator told us, guides newcomers while stimulating and reinvigorating those already familiar with the field.

tips tools and techniques on how to create 'brand you'

Shortlisted for the CMI Management Book of the Year 2011, Practical Manager Category A Leader's Guide to Influence will show you how to step up your people skills and improve working relationships so you can get the business results you want. Combining the hugely popular areas of influence and leadership, this book will show you how to step up your interpersonal effectiveness by learning how to work more successfully with those around you, be they people you manage, colleagues, client or business partners. Through a combination of practical exercises, case studies and no-nonsense advice, this book shows you how to: - Increase your confidence and impact. - Communicate more effectively. - Learn different tools, techniques and approaches when working with different types of people. - Listen and question effectively. - Develop rapport and empathy. - Give better feedback. - Deal with difficult situations and cope with conflict.

Are you an inchworm or a grasshopper? These are the descriptive terms applied by Professor Steve Chinn and colleagues to two distinct maths learning styles. While grasshoppers get the bigger picture and have a real facility with number, inchworms understand a great deal less. They follow mathematical procedures mechanically without understanding number and without the capacity to be flexible, creative or to check their work. Not all inchworms are dyscalculic, but all dyscalculics are inchworms. In the Dyscalculia Pocketbook you will find out exactly what dyscalculia is (and why it's not the same as maths anxiety); discover the possible causes of dyscalculia, its different subtypes and the learning difficulties it gives rise to; learn about different ways to identify dyscalculia and - importantly - find support strategies for supporting children who have this specific learning difficulty. Author Judy Hornigold nicely balances research, theory and practice. She reminds us about the three components of a mathematical idea and the six levels of knowledge but the Pocketbook is full of classroom examples and applications, recommended resources (and how to use them), teaching ideas, tips, and games that will support and develop the maths ability of dyscalculic learners

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.

The book provides an overview of developments in the field of entrepreneurship education, with special reference to global perspectives on innovations and best practices, as well as research in the emerging economy context. It focuses on various experiments in curriculum design, review and reform in addition to the innovative processes adopted for developing new content for entrepreneurship courses, in many cases with an assessment of their impact on students' entrepreneurial performance. Further, it discusses the pedagogical methods introduced by teachers and trainers to enhance the effectiveness of students' learning and their development as future entrepreneurs. It explains the various initiatives generally undertaken to broaden the scope of entrepreneurship education by extending it beyond regular students and offering it to other groups such as professionals, technicians, artisans, war veterans, and the unemployed. The book is a valuable resource for researchers and academics working in the field of entrepreneurship education as well as for trainers, consultants, mentors and policy makers.

Grievances and disciplinary matters are immensely disruptive and time-consuming, and most managers struggle to know how to deal with them. The Discipline & Grievance Pocketbook offers practical help. It stresses the importance of understanding the root causes of conflict and identifies the management practices that need to be in place in order to help prevent problems arising. The book first looks at how staff issues can be resolved informally, through mediation, and then goes on to describe the formal procedures for both grievance and disciplinary cases before finally dealing with the dismissal process. Informative case studies bring author Ruth Sangale's advice sharply into focus.

Coaching skills are fundamentally about the quality of dialogues that happen at all levels of an organisation. Where coaching is part of a school's ethos, performance improves and attainment is raised. The Coaching in Schools Pocketbook comprises a collection of highly practical skills and strategies that can be used by all educational professionals, regardless of role or status. The book begins by explaining the concept of solutions focused coaching. It describes a number of powerful tools that facilitate conversational shifts, moving people from: resistance to collaboration; anxiety to confidence; what's wrong to what's right; complaint to preferred future; limitation to possibility and potential. A key chapter on coaching skills looks at building trust and rapport, asking skilful questions, listening at different levels and offering supportive feedback. A coaching framework, developed and refined by the author over time, is provided. Further chapters cover goal-setting and developing coaching within a school. Illustrative case studies, along with cartoons, diagrams and other visually attractive presentational devices are used throughout to support the text and cement the meaning. Andy Vass is an internationally renowned educator and mentor who works with organisations and individuals to support improvement. Andy has coached more than 10,000 teachers from over 1,000

schools and draws on experience gained from 35 years in the field. Some of the content of this Pocketbook has been previously published in the Coaching & Reflecting Pocketbook, which this new title replaces.

While the role of form tutor may be changing, its importance within a school is not. Yet it's a role for which most teachers receive very little training. Somehow you're expected to pick up and master the considerable skills as you go along. Picking up this pocketbook for its clear guidance on all aspects of the job - administrative, pastoral and academic - is the way forward. You're sure to recognise Roy's light-hearted stereotypes and you're equally sure to relate to what he has to say about such thorny issues as the homework diary, thought for the week, report writing and uniform checks. As well as routines and admin, there are chapters on working with parents and carers; pastoral and social development; effective target setting and ideas for tutorials. Whichever way your school interprets the form tutor's role, there's something here for both the NQT and the seasoned hand.

Explosive, uncontrolled anger is both frightening and damaging. Whether it's verbal abuse, physical intimidation, violence, aggression, or a combination of these, trying to manage very angry pupils is tough. It's energy-sapping and can leave us feeling frustrated, powerless and, sometimes, inept and weak. This Pocketbook is highly practical in demonstrating how to cope when tempers fly in the classroom, the corridor, the playground or, indeed, the staffroom. Find out about the anger cycle; how to recognise early warning signs and intervene to prevent an eruption; how to handle angry explosions/conflict situations; how to repair relationships following an outburst; how to teach children to manage difficult emotions and how to maintain your sanity. Paul Blum pulls no punches, taking us into fighting, steaming and 'happy slap' territory. However, you're in the hands of an expert who really does give you a survival toolkit.

There are more similarities than differences between girls and boys, but there are innate differences in how they think, feel, behave, communicate and learn. That said, not all boys and not all girls are the same. The challenge for education is to avoid gender stereotyping, while understanding and exploiting gender differences for better teaching and learning. Ian Smith argues that by letting boys be boys and girls be girls we can help them become successful learners who will mature into confident adults, comfortable with themselves and with others. He covers how to motivate both boys and girls through a combination of challenge and support; how to connect with both genders; how to create a structured environment that will work for girls and for boys; how to actively involve both in their own learning; how to give effective feedback; and whether boys and girls should be taught separately or together. This is not another book that harps on about 'the problem with boys'; it takes a refreshing look at the broader picture and gives practical classroom advice.

The OED defines character as 'the mental and moral qualities distinctive to an individual'. For sure, some of these qualities we're born with but we know from neuroscience that character is also something we can grow. There's evidence to show that by teaching children how to collaborate, adapt, be curious and creative; to show initiative, persistence, flexibility and good judgement, etc, we are equipping them to learn and be successful in life. We're also increasing their chances of social, emotional and physical wellbeing. This Pocketbook focuses on intellectual character. It starts with attitudes, approaches, events and activities that create a 'character culture' in classrooms and schools. It suggests ways of incorporating character education into lessons: planning, framing and setting tasks that target specific dispositions. Grit – the desire and ability to persevere; rising to a challenge and showing stamina and persistence – has a chapter of its own. So does resilience: the magic ingredient that helps us cope with adversity, disappointment, shock and failure. The author concludes with how to reflect on, evaluate and celebrate personal and intellectual development. C J Simister (National Association of Gifted Children's 'Inspiring Person of the Year', 2011) has almost 20 years' teaching experience. She regularly speaks at international conferences and works with schools around the world, advising on helping young people to develop the intellectual qualities and skills needed to thrive and succeed in school and beyond.

The OED defines character as 'the mental and moral qualities distinctive to an individual'. For sure, some of these qualities we're born with but we know from neuroscience that character is also something we can grow. There's evidence to show that by teaching children how to collaborate, adapt, be curious and creative; to show initiative, persistence, flexibility and good judgement, etc, we are equipping them to learn and be successful in life. We're also increasing their chances of social, emotional and physical wellbeing. This Pocketbook focuses on intellectual character. It starts with attitudes, approaches, events and activities that create a 'character culture' in classrooms and schools. It suggests ways of incorporating character education into lessons: planning, framing and setting tasks that target specific dispositions. Grit – the desire and ability to persevere; rising to a challenge and showing stamina and persistence – has a chapter of its own. So does resilience: the magic ingredient that helps us cope with adversity, disappointment, shock and failure. The author concludes with how to reflect on, evaluate and celebrate personal and intellectual development. C J Simister (National Association of Gifted Children's 'Inspiring Person of the Year', 2011) has almost 20 years' teaching experience. She regularly speaks at international conferences and works with schools around the world, advising on helping young people to develop the intellectual qualities and skills needed to thrive and succeed in school and beyond.

Empowerment is often confused with delegation and, wrongly, is often seen as a form of power or authority over another person. The authors of The Empowerment Pocketbook prefer to liken empowerment to a licence that is issued only after those concerned have proven their ability and only when the scope and conditions of the activity to which the licence applies are clearly defined. This Pocketbook explains what empowerment is, what can be gained when it is in place and how to put it there and keep it there. It will be helpful to managers, trainers, consultants and all those people who are concerned with getting the best from their workforce. Areas covered include: identifying the need for empowerment, enabling the individual, implementation (nine steps to get empowerment in place) and, finally, monitoring and feedback. The drive in schools to ensure that all students reach their potential is fuelled by a wealth of data for tracking progress and revealing which groups and individuals are underachieving. The challenge for teachers is to find strategies that 'close the gap', allowing every pupil the best possible chance of success. With characteristic energy, Caroline Bentley-Davies shows how to strengthen learning and engagement, so boosting progress and attainment. After dispelling some commonly held beliefs about raising achievement, Caroline describes a 'climate for achievement'. Drawing on education

research on feedback, metacognition and motivation, she brings theory to life with examples and case studies. Her section on exams and revision cleverly applies the theory of marginal gains and elsewhere she highlights the role of parents and peers and stresses the importance of great CPD. A thought-provoking read that could raise your game and improve student outcomes.

About The Author Pooja has over 20 years of global corporate work experience across different geographies, spread across various sectors including BFSI, manufacturing, IT. She has won numerous awards & accolades over her gargantuanly successful career. She has a strong academic background including education from acknowledged institutes like London Business School (UK), Heriot-Watt University (UK) & FOMS (India). She has contributed towards numerous journals, white papers & research papers. Currently, she is the CEO of a leading consulting firm besides officiating on the Board of two unicorns & a niche start-up. WHY BUY THIS BOOK ? Proven management concepts, corporate case studies & researches collectively form a formidable knowledge pool which can provide upward direction to career growth, but, the sheer complexity and intricacies can be mind-baffling. How to absorb / timely recall /apply them seamlessly? This book answers with an innovative approach: 1. Story telling technique: While the reader gets engrossed in the exciting story of a corporate professional, unconsciously it creates a visual image which is easy to connect with, remember and recall. It compels for action and fuels a desire for change. 2. The management concepts, corporate case studies & researches are explained using Diagrammatic representations instead of sentential representations. 3. The real-life experiences ignite curiosity as they can strongly connect emotionally. 4. Message gets reinforced with numerous aptly placed idioms. Key take away from book: 340 management concepts, 80 corporate case studies, 180 idioms & 15 real life experiences.

Schools that have adopted the ancient principles of restorative justice in their approach to behaviour management report better relationships with young people, greater engagement in learning and a greater development of social and emotional competence among learners. No surprise, then, that interest in restorative practices is growing. It's all about relationships. Wrongdoing is viewed through a 'relational lens'. All those responsible for and affected by the behaviour are involved in solving the problem. Working in conference with a teacher/facilitator, participants come to understand the harm done to people and relationships. Accepting that such harm creates obligations and liabilities, they then focus on repairing the damage and putting things right. Expert practitioners Margaret and David provide a thorough grounding in restorative practice, with worked examples and easy-to-follow teacher scripts to get you started. If RJ is new to you, you'll be a convert in no time! 'Concise, comprehensive and accessible, this book is an essential companion for any school beginning its restorative journey and an aide-memoire for those already embarked.' Mick Levens, Deputy Head, Forest Hill School 'I welcome this pocketbook as a practical and clear guide for school staff on using the spectrum of restorative practices with pupils.' Graham Robb, Education Consultant and Youth Justice Board member 'If you're searching for the 'something' in the 'something must done' be mantra, you should read this book. It de-mystifies the use of restorative approaches in schools, clearly and simply outlining theory and practice, as well as offering a persuasive case for change. Its straightforward, informative style and common-sense, step-by-step approach make it essential and enjoyable reading for both new and experienced practitioners.' Si?n Williams, Behaviour Inclusion Co-ordinator, London Borough of Lewisham

Impact And Presence Pocketbook Impact and Presence Impact and Presence Pocketbook Management Pocketbooks S. The Telephone Skills Pocketbook covers every aspect of using the telephone to improve business performance. It highlights the importance of good communications skills, the need to build rapport, favourite bad habits and how to avoid them, how to take control of a call, how to keep customers happy, and more. There are separate chapters on .....

All children are challenging to some extent, but some are more challenging than others. Students with social, emotional and behavioural difficulties (SEBD) can be tough to support and teach. This pocketbook helps you to do just that. It focuses on three particular behaviour disorders: ADHD (Attention Deficit Hyperactivity Disorder), CD (Conduct Disorder) and ODD (Oppositional Defiant Disorder). Fintan O'Regan, an internationally renowned expert on ADHD, explains why some children are prone to developing a can't learn, won't learn or don't care attitude. He devotes individual chapters to each behaviour pattern and uses Vicki, Liam and Darren to illustrate typical characteristics. Practical classroom strategies include lesson scenarios, with example dialogues showing how different teacher responses can lead to different outcomes. Whether you're looking for explanations, tips, ideas, or strategies (or maybe just reassurance and support) this book fits the bill.

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 Ashridge 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 people think and how they respond to challenges and to other people varies from one individual to another

depending on their beliefs, values, memories and past experiences. Some people respond more effectively than others. Understanding how they do this - and how you can follow their example by changing your thinking and beliefs - lies at the heart of neuro-linguistic programming (NLP). NLP will improve the way you interact and communicate with others; it will improve your self-esteem and raise your motivation. In fact, it will impact positively on all aspects of your business and private life. The NLP Pocketbook looks at the key principles of NLP and how it can make a difference to you. It describes how you are limited by your beliefs and thoughts and how you can change them for the better. There are sections on the brain, on language and on how to create your own personal resource bank.

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

Written for leaders at all levels - strategic, organisational and team level - the Leadership Pocketbook explains how to inspire, influence, deal with change and achieve objectives. Illustrated throughout, the book adopts a practical approach, setting out the principles of leadership, the role of the leader, the skills required for effective leadership and the key challenges facing leaders in today's business environment. This 2nd edition sees the addition of a new section about leaders and social responsibility. "Contemporary business leaders must be aware of the major forces shaping society today and understand how their organisations need to respond and contribute to these challenges", author Fiona Dent writes. She is Director of Faculty Development at Ashridge where she is also Programme Director for the Influencing Strategies and Skills Programme. A focus of the book, described by the author as 'perhaps the most necessary skill for any leader', is self-awareness - to know yourself, to realise what your leadership strengths and weaknesses are and when you must continue to develop. "With admirable clarity, Fiona Dent distils the salient leadership issues and skills. Every potential leader and every leader with potential should find a place for this book in their pocket or bag." Philip Hodgson, Director of Leadership Programmes, Ashridge "A practical, easy to use guide for all levels of leadership. It covers a broad range of topics in sufficient detail to make it usable both for fresh learning and for reference." Richard Nicholson, Management Development Manager, Novartis Pharmaceuticals UK Ltd

[Copyright: 38d24fbfff6274470f88467f713e1eaa](#)