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1001 Ways To Get More Customers (Internet Marketing Essentials)	Cardell, C; Jay, J	NABO (UK) Ltd, 2014
20 Ways to Manage Better (3rd Ed)	Leigh, A	CIPD, 2001
5 Star Service (2nd Edition)	Heppell, M	Prentice Hall, 2010
A Handbook of Human Resource Management Practice (10th Ed)	Armstrong, M	Kogan Page, 2006
A Manager's Guide to Leadership: A Self Development Approach	Pedler, M; Burgoyne, J; Boydell, T	McGraw Hill Business, 2003
A Manager's Guide to Self-Development (4th Ed)	Pedler, M; Burgoyne, J	McGraw-Hill, 2001
A Mind For Business - Get Inside Your Head To Transform How You Work	Gibson, A	Pearson, 2015
A Passion for Excellence	Peters, TJ ; Austin, N	: Fontana, 1986
A Primer in Positive Psychology	Peterson, C	Oxford University Press, 2006
A Quality Auditing Manual	Fox, MJ	Technical Communications Publishing, 1993
A Way of Being	Rogers, CR	Houghton Mifflin, 1996
Achieving Quality Standards: A Step-by-Step Guide to BS5750 ISO 9000	Munro-Faure, L ; Munro-Faure, M ; Bones, E	Pitman Publishing, 1993
All Are Welcome: How to Build a Real Workplace Culture of Inclusion that Delivers Results	Owyoung, C	McGraw Hill, 2022
Antifragile: Things That Gain From Disorder	Taleb, NN	Penguin, 2013
Are you Managing?	Stemp, P	Nicholas Brealey, 1988
Assertiveness: How to Be Strong in Every Situation	Potts, C; Potts, S	Capstone, 2013
Ambition - Why It's Good To Want More And How To Get It	Bridge, R	Capstone, 2016

Authentic Happiness: Using the New Positive Psychology to Realise Your Potential for Lasting Fulfilment	Seligman, MEP	Nicholas Brealey Publishing, 2003
Bank 3.0 - Why Banking Is No Longer Somewhere You Go, But Something You Do	King, B	Marshall Cavendish, 2013
Batteries Included - Creating Legendary Customer Service	Barlow, NM	: Random House, 2000
Be an Entertaining Speaker: the Self-Help Guide to Being Interesting, Effective and Funny	Lowry, R	CreateSpace Independent Publishing, 2012
Becoming a New Manager : Expert Solutions to Everyday Challenges	Hill, LA	Harvard Business School Press, 2008
<u>Black Box Thinking - Marginal Gains And The Secrets Of High Performance</u>	Syed, M	John Murray, 2015
Brilliant Checklists for Managers Your Shortcut to Success	Rowntree, D	Prentice Hall, 2011
Brilliant Communication Skills - What the Best Communicators Know, Do and Say	Hasson, G	Pearson, 2012
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Business - the Ultimate Resource	Goleman, D	Bloomsbury, 2002
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<u>Business Guide to Effective Compliance and Ethics: Why Compliance isn't Working - and How to Fix it</u>	Hayward, A; Osborn, T	Kogan Page, 2019

Butterflies and Sweaty Palms - 25 Sure-Fire Ways to Speak and Present with Confidence	Apps, J	Crown House Publishing, 2012
Cash Collection Action Kit - A Complete Guide to Recovering Money by Arbitration Proceedings in the	Gegan, P ; Harrison, J	: Kogan Page London, 1990
Change Management in a Week	Bourne, M; Bourne, P	Hodder & Stoughton, 2002
Coaching and Mentoring at Work: Developing Effective Practice (2nd Ed)	Connor, MP; Pokora, JB	Open University Press, 2012
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Communication Skills - A Practical Handbook	Wright, C (Ed)	The Industrial Society, 1993
Competitive Advantage - Creating and Sustaining Superior Performance	Porter, ME	: The Free Press, 1985
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Competitive Strategy - Techniques for Analyzing Industries and Competitors	Porter, ME	: The Free Press, 1980
Contagious - How to Build Word of Mouth in the Digital Age	Berger, J	Simon & Schuster, 2014
Continuing Professional Development in the UK	Friedman, AL; Davis, K; Phillips, M	PARN, 2001
Customer Service and Support	Armistead, C ; Clark, G	: Pitman London, 1992
Customer Service for Dummies (3rd Ed)	Leland, K; Bailey, K	Wiley Publishing, 2006
<u>Customers For Life: How To Turn That One-Time Buyer Into A Lifetime Customer (Revised Edition)</u>	Sewell, C; Brown, P	Crown Business, 2002
Dealing with Difficult People (Revised Edition)	Lilley, R	Kogan Page, 2010
Dealing with the Customer from Hell: A Survival Guide	Belding, S	Kogan Page Ltd; 2005
Decide - Better Ways of Making Better Decisions	Wethey, D	Kogan Page, 2013
Delivering Knock Your Socks Off Service (4th Ed)	Performance Research Associates	Amacom, 2007
<u>Develop Your Leadership Skills (3rd Ed)</u>	Adair, J	Kogan Page, 2016
<u>Develop Your Presentation Skills: How to Inspire and Inform with Clarity and Confidence</u>	Theobald, T	Kogan Page, 2019

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Double Your Business: How to Break Through the Barriers to Higher Growth, Turnover and Profit	Duncan, L	FT Publishing, 2012
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<u>Faster Disaster Recovery: The Business Owner's Guide to Developing a Business Continuity Plan</u>	Elder, JH; Elder, SF	Wiley, 2019
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<u>50 Top Tools For Employee Wellbeing - A Complete Toolkit For Developing Happy, Healthy, Productive And Engaged Employees</u>	Mitchell, D	Kogan Page, 2018

Financial Management for the Small Business (6th Ed)	Barrow, C	Kogan Page Ltd, 2006
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Fish!: A Remarkable Way to Boost Morale and Improve Results with DVD	Lundin, SC; Paul, H; Christensen, J	Hyperion Books, 2003
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Getting to Yes: Negotiating an Agreement Without Giving In (New Ed)	Fisher, R; Ury, W	Random House Business, 2012
<u>Getting Work Done</u>	Harvard Business School	Harvard Business Review Press, 2014
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<u>Great Answers to Tough Questions at Work</u>	Dodd, M	Wiley Capstone, 2016
Guide to Software and Resources for Computer Based Learning in Medicine, Nursing and Veterinary Scie	CTI Centre for Medicine University of Bristol	: CTICM, 1992
Having it All - Make your life what you want it to be. An inspirational and practical guide for wome	Stoker, L	: Bloomsbury, 1991
<u>HBR Guide To Negotiating</u>	Weiss, J	Harvard Business Review Press, 2016
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Healthcare Databases - A Simple Guide to Building and Using them	Gillies, A	Radcliffe Medical, 2002
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How to Grow Your Business for Entrepreneurs	Blyth, A	Pearson Prentice Hall Business, 2009
How to Influence - The Art of Making Things Happen	Owen, J	FT Prentice Hall, 2010
How to Manage Meetings	Barker, A	Kogan Page, 2002
<u>How to Manage People (3rd Edition)</u>	Armstrong, M	Kogan Page, 2016
How to Manage The Art of Making Things Happen (2nd Edition)	Owen, J	Pearson Prentice Hall Business, 2009
How to Manage The Art of Making Things Happen (3rd Edition)	Owen, J	Prentice Hall, 2012
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How To Save An Hour Every Day	Heppell, M	Prentice Hall Life, 2011
How to Speak so People Listen – Grab their Attention and get your Message Heard	Clayton, M	Pearson Education Limited, 2013
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How to Talk to Absolutely Anyone – Confident Communication in Every Situation	Rhodes, M	Capstone, 2013
How to Win - the Argument, The Pitch, The Job, The Race	Yeung, R	Capstone, 2014
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Influence - What it Really Means and How to Make it Work for You	Nabben, J	Pearson, 2014
<u>Influencer Marketing Strategy: How to Create Successful Influencer Marketing</u>	Glenister, G	KoganPage, 2021
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Instant Motivation: The Surprising Truth Behind What Really Drives Top Performance	Burns, C	Pearson, 2015

<u>Instant Networking - The Simple Way To Build Your Business Network And See Results In Just 6 Months</u>	Thomas, S	Capstone, 2016
Interpersonal Skills - Goal-Directed Behaviour at Work	Hayes, J	: Harper Collins, 1991
Introducing Neuro-Linguistic Programming - Psychological Skills for Understanding and Influencing Pe	O'Connor, J; Seymour, J	Thorsons, 2003
<u>Invisible Women: Exposing Data Bias in a World Designed for Men</u>	Criado Perez, C	Chatto & Windus, 2019
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ISO 9000 Quality Systems Handbook (2nd Ed)	Hoyle, D	: Butterworth Heinemann, 1994
<u>Key Management Models - The 75+ Models Every Manager Needs To Know (3rd Ed)</u>	Van den Berg, G; Pietersma, P	Berenschot / Pearson / FT Publishing, 2016
Know Your Net - Intranet and Internet Computing for Your Business	Digital Equipment Corporation	: Digital, 1996
Laughology - Improve Your Life With The Science of Laughter	Davies, S	Crown House Publishing Ltd, 2013
Leaders Eat Last - Why Some Teams Pull Together and Others Don't	Sinek, S	Portfolio Penguin, 2014
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Leadership: Theory and Practice (5th Ed)	Northouse, PG	Sage Publications Inc, 2010
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<u>Leading Teams - 10 Challenges 10 Solutions</u>	Flint, M et al	Pearson, 2015
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Lean In - Women, Work and The Will To Lead	Sandberg, S	WH Allen, 2013

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<u>Learning Leadership - The Five Fundamentals Of Becoming An Exemplary Leader</u>	Kouzes, JM; Posner, BZ	The Leadership Challenge/Wiley, 2016
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Managing Service Companies - Strategies for Success	Irons, K	: Addison-Wesley, 1993
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Managing Up (20 Minute Manager)	Harvard Business	Harvard Business Review Press, 2014
Marketing on a Beermat - The Essential Guide for all Small Businesses	West, C	London: Random House Business Books, 2008
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Mindfulness for Busy People - Turning Frantic and Frazzled into Calm and Composed	Sinclair, M; Seydel, J	Pearson, 2013

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<u>Motivation And Performance - A Guide To Motivating A Diverse Workforce</u>	Macrae, I; Furnham, A	Kogan Page, 2017
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Organized Uncertainty : Designing a World of Risk Management	Power, M	Oxford University Press, 2007
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Overwhelmed: Work, Love and Play When No One Has The Time	Schulte, B	Bloomsbury Publishing, 2014
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Powerhouse: Turbo Boost Your Effectiveness and Start Making a Serious Impact	Clayton, M	Capstone, 2014
Practical Financial Management: Key Financial Statements Tools of Financial Analysis Business Planning	Barrow, C	Kogan Page, 2011
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Secrets of Success at Work - 50 Techniques to Excel	Cumberland, N	Hodder & Stoughton, 2014

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