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Title	Author	Publisher
10 Minute Guide to HTML Style Sheets	Zacker, C	: Que, 1997
101 Business Ideas That Will Change The Way You Work - Turning Clever Thinking Into Smart Advice	Weiss, AE	Pearson, 2013
101 Days To Make A Change Daily Strategies To Move From Knowing To Being	Leighton, R; Kilbey, E; Bill, K	Crown House Publishing, 2011
20 Ways to Manage Better (3rd Ed)	Leigh, A	Chartered Institute of Personnel and Development, 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 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
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
Authentic Happiness: Using the New Positive Psychology to Realise Your Potential for Lasting Fulfillment	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
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
Brilliant Customer Service	Stevens, D	Prentice Hall, 2010
Brilliant Manager - What the Best Managers Know, Do and Say (2nd Ed)	Peeling, N	Pearson Prentice Hall, 2008
Brilliant Manager - What the Best Managers Know, Do and Say (3rd Ed)	Peeling, N	Pearson Education Ltd, 2010
Brilliant Marketing - What the Best Marketers Know, Do and Say (2nd Ed)	Hall, R	Pearson, 2012
Brilliant Microsoft® Windows 8 - What You Need To Know And How to Do It	Johnson, S	Pearson, 2013
Brilliant Personal Development - Your Essential guide to an All-Round Successful Life	Eggert, MA	Pearson, 2013
Brilliant Questions for Great Interviewers How to Make Sure You Hire the Right Person for the Job	Walker, D	Prentice Hall, 2010
Brilliant Teams What to Know, Do and Say to Make a Brilliant Team (2nd Edition)	Miller, D	Prentice Hall, 2011
Brilliant Time Management What the Most Productive People Know, Do and Say	Clayton, M	Pearson Education Ltd, 2011
Business - the Ultimate Resource	Goleman, D	Bloomsbury, 2002





Business Development - How to Win Profitable Customers and Clients	Cooper, I	Pearson Education Ltd, 2012
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
Coaching for performance : GROWing human potential and purpose : the principles and practice of coac	Whitmore, J	Nicholas Brealey, 2009
Common Sense Rules: What You Really Need to Know About Business	Meaden, D	Random House Business Books, 2009
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
Competitive Advantage - Creating and Sustaining Superior Performance (New Edition)	Porter, ME	Free Press, 2004
Competitive Strategy - Techniques for Analyzing Industries and Competitors	Porter, ME	: The Free Press, 1980
Continuing Professional Development in the UK	Friedman, AL; Davis, K; Phillips, M	Professional Associations Research Network (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
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
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Double Your Business: How to Break Through the Barriers to Higher Growth, Turnover and Profit	Duncan, L	FT Publishing, 2012
ECDL 4 - The Complete Coursebook for Microsoft Office XP	Munnell, B; Holden, P	Prentice Hall, 2003
Effective Leadership - The Fully Revised and Updated Guide to Developing Leadership Skills	Adair, J	: Pan, 1988
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Effective Strategic Leadership	Adair, JE	Pan, 2003
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Emotional Intelligence Coaching: Improving Performance for Leaders, Coaches and the Individual	Neale, S; Spencer-Arnell, L; Wilson, L	Kogan Page, Ltd 2009
Enchantment: The Art of Changing Hearts, Minds and Actions	Kawasaki, G	Portfolio Penguin, 2011
Ensuring Your Business Achieves and Profits from BS 5750 Registration	Fox, MJ	: Technical Communications Publishing, 1993
Enterprise: Creation Development and Growth	Cannon, T	: Butterworth Heinemann Oxford, 1991
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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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Genius - Deceptively Simple Ways to Become Instantly Smarter	Bannerman, J	Pearson, 2012
Getting Past No	Ury, W	: Business Books Limited, 1991
Getting to Yes: Negotiating an Agreement Without Giving In (New Ed)	Fisher, R; Ury, W	Random House Business, 2012
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Grass Roots Leaders - The BrainSmart Revolution in Business	Buzan, T; Dottino, T; Israel, R	Gower, 2007
Guide to Software and Resources for Computer Based Learning in Medicine, Nursing and Veterinary Scie	CTI Centre for Medicine University of Bristol	: CTICM, 1992
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Hollering up a Tree: A Practical Guide to Advertising Creativity and Production for the Smaller Com	Drake, M; Coombes, T	: Management Books 2000, 1998
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How do you Manage?	Nicholson, J	: BBC London, 1992
How People Tick - A guide to Difficult People and How to Handle Them	Leibling, M	Kogn Page, 2005
How the Wealthy get that Way	Silker, EL	Silk Pages Publishing, 2003
How to be a Productivity Ninja: Worry Less, Achieve More, Love What You Do	Allcott, G	Icon Books, 2014
How to be an Even Better Manager - A Complete A-Z of Proven Techniques and Essential Skills	Armstrong, M	Kogan Page, 2014
How To Be Assertive In Any Situation	Hadfield, S; Hasson, G	Prentice Hall Life, 2010
How to be Better at Motivating People	Allan, J ; Industrial Society	: Kogan Page, 1996
How to Get Clients to Come to You: a seven stage system for attracting and keeping clients	Temple, N	Words at Work, 2007





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How to get to the Top of Google	Kitchen, T	Exposure Ninja, 2013
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
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How to Run a Meeting	Jay, A	Harvard Business Press, 2008
How To Save An Hour Every Day	Heppell, M	Prentice Hall Life, 2011
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Improving Employee Performance through Workplace Coaching: A Practical Guide to Performance Managemem	Carter, EMA; McMahon, FA	Kogan Page Ltd 2005
Improving Inventory Record Accuracy	Wild, A	Elsevier Butterworth-Heinemann, 2004
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Influence - What it Really Means and How to Make it Work for You	Nabben, J	Pearson, 2014
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Laughology - Improve Your Life With The Science of Laughter	Davies, S	Crown House Publishing Ltd, 2013
Leadership: Plain and Simple	Radcliffe, S	FT Prentice Hall, 2010
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Medicine and the Internet - The Essential Guide for Doctors (3rd Ed)	McKenzie, BC	Oxford University Press, 2002
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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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Perfect Recruitment - All You Need to get it Right First Time	Oates, D ; Shackleton, V	: Arrow Business Books, 1994
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Small Business Home Consultancy Series - Quality Management Systems for Dentists - BS EN ISO 9002:	Kite Consultants Ltd ; Isoplan	: Kite Consultants Ltd/Isoplan, 1994
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Tax for the Self-Employed (2nd Ed)	Williams, D	: Longman London, 1990
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The [Internet] for Library and Information Service Professionals	Dawson, A	: ASLIB, 1995
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The E-Myth Manager	Gerber, ME	HarperCollins WorldPublication, 1999
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The Rules of Wealth (2nd Ed)	Templar, R	Peason Education Ltd, 2012
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