Kogan Page

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT

2013

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About this Catalogue

This is a selection of our books in Human Resource Management and Development, comprising textbooks suitable for academic courses as well as professional titles chosen for their contribution to the field with a heavy practical focus.

This symbol indicates that inspection copies are available to teaching staff for consideration on their courses. As a lecturer you can request up to three books from this catalogue to assess for potential recommendation to your students. These are made available to lecturers with at least twelve students on a course, subject to completion of a feedback form.

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Armstrong’s Handbook of Human Resource Management Practice

12th Edition
Michael Armstrong

“The most comprehensive of similar texts covering human resources ... Michael Armstrong could well be offering the definitive text in the field ... an excellent book.” Times Higher Education

Armstrong’s Handbook of Human Resource Management is the classic text for all students studying HRM in undergraduate, postgraduate and professional programmes, including CIPD qualifications. Providing a complete resource for understanding and implementing HR in relation to the needs of the business as a whole, it includes in-depth coverage of all the key areas essential to the HR function.

The 12th edition has been radically updated to create a cutting-edge full-colour textbook, which encourages and facilitates effective learning. Comprehensive online support material is provided for the instructor and student, providing a complete resource for teaching and self-assessment. The text has been updated to include all the latest developments in HRM and now includes two new sections covering HR skills and toolkits.

Contents
Part I: The practice of human resource management; Part II: People and organizations; Part III People resourcing; Part IV: Learning and development; Part V: Performance and reward; Part VI: Employee relations; Part VII: Employee wellbeing; Part VIII: HR policies, procedures and systems; Part IX: HR skills; Part X: HRM toolkits

About Michael Armstrong
Michael Armstrong is a former Chief Examiner of the Chartered Institute of Personnel and Development (CIPD), joint managing partner of e-reward and an independent management consultant. He has sold over 500,000 books on the subject of HRM (published by Kogan Page).
Armstrong’s Essential Human Resource Management Practice

A Guide to People Management

Michael Armstrong

Provides a complete overview of the practices and processes fundamental to managing people. A perfect overview for HR modules on business and management courses and a handy reference for students majoring in HR. Armstrong gives a thorough introduction to the core areas of HR including: people resourcing • performance management • learning and development and rewarding people.

He also examines the contribution of HR to organizational aims and objectives and how it is integrated within the business.

The book is accompanied by online resources for both lecturers and students, including teaching notes, PowerPoint slides, case examples and a comprehensive glossary.

Sample Contents


Armstrong’s Handbook of Strategic Human Resource Management

5th Edition

Michael Armstrong

Strategic human resource management has been taken up by academics, consultants and practitioners alike. However, the integration of human resource strategy with overall business strategy is often easier in theory than in practice. Armstrong’s Handbook of Strategic Human Resource Management provides a bridge between theory and practice, and offers a guide both to formulating human resource strategies and to implementing them.

Completely revised, this fifth edition of an indispensable text includes new material on international aspects of strategic human resource management. The book also reflects important developments in HR strategies linked with those issues that affect HRM on a day-to-day basis, including: human capital management • corporate social responsibility • organization development • engagement and talent management.

Case studies, checklists, practical examples, a special strategic HR toolkit and extensive online resources make this book an extremely practical resource for all students of SHRM.
Armstrong’s Handbook of Management and Leadership

*Developing Effective People Skills for Better Leadership and Management*

*3rd Edition*

Michael Armstrong

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

Packed with essential information, checklists, diagrams and summaries, this established text is aligned with the Managing for Results module in CIPD’s Leadership and Management Standards. The book is also suitable for students on introductory management modules on business and HR programmes.

Online resources include instructor material and an extensive set of Q & A to help students test their learning.

**Sample Contents**

Leading, managing and development fundamentals; Leading people; Managing people; Developing people; The concept of human resource management; Delivering HRM; The role and organization of the HR and L&D functions.

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Armstrong’s Handbook of Reward Management Practice

*Improving Performance through Reward*

*4th Edition*

Michael Armstrong

“A key text for students and lecturers.” Human Capital Management

The definitive guide to understanding, developing and implementing effective reward, this new edition is aimed at HR practitioners involved in employee reward, and at students who need to understand the importance of reward and how it can be successfully applied across organizations. The book is closely aligned to the CIPD’s standard in reward management and is supported by online resources for lecturers, students and practitioners.

Updated to reflect the practical implications of the most recent research and discussion on reward management, this new fourth edition includes new case studies and chapters on evidence-based reward management, reward risk management and ethical approaches to reward management.

**Sample Contents**

Essentials of reward management; Performance and reward; Valuing and grading jobs; Rewarding special groups; Employee benefit and pension schemes; The practice of reward management.
Organizational Behaviour
People, Process, Work and Human Resource Management
Edited by Raisa Arvinen-Muondo and Stephen Perkins

Organizational Behaviour bridges the gap between OB and HRM, and the interrelated nature of these fields of study that are more often than not treated separately. It helps the reader to relate the OB canon to their experiences in the world of work and organizations and prompts them to question the way relationships around employment are managed within these institutions.

The book:

• Reflects international and multicultural perspectives, drawing on the experiences and research of a wide team of international authors.
• Links OB, employment and HRM throughout, ensuring that OB is contextualised and connections are made within each chapter between the arena of OB and key aspects of work and employment.
• Looks at the ethical dimensions of OB which are increasingly important in the context of ‘good employers' and global employment standards.
• Contains a critical appraisal of areas that have entered mainstream OB commentary and others that have not previously entered the debate, such as creativity and knowledge management, diversity management, leadership, talent management, managing culture and performance management.

Stephen Perkins is a professor at London Metropolitan University and a visiting research fellow at Cass Business School.

Raisa Arvinen-Muondo is a PhD researcher and research assistant within the Department of Strategy and Human Resource Management, University of Bedfordshire.
Employee Engagement and Communication Research

*Measurement, Strategy and Action*

Susan Walker

There’s a well-known saying: what doesn’t get measured doesn’t get done. So it is no surprise that communicators, human resource and change managers and other professionals recognise the need to measure and evaluate their work, particularly its worth to their organization and seek the most effective ways to achieve this. Whether you’re already involved in research, planning your first project or commissioning an external research company this book covers everything you need to conduct robust, reliable research, and whether it’s a full-scale employee survey or research focusing on a particular subject area such as communication, engagement, change or corporate social responsibility, you will find all the tools, strategy and action to make your project a success.

Susan Walker is a leading figure in engagement and communication measurement, and has directed blue chip and public sector organization surveys as head of Human Resource Research with the international research firm MORI. She developed new approaches to interpreting and understanding results to drive action forward and now runs her own business, Alignment Evaluation Solutions.

Corporate Governance, Ethics and CSR

John R Taylor, Justine Simpson

*Corporate Governance, Ethics and Corporate Social Responsibility* brings together the three separate strands relevant to the new demands of organizational behaviour and reporting. Taking a holistic approach to the issue of the role of the organization in society, the responsibilities within which it operates, obligations to its stakeholders (including its employees and their dependents) and the ethical underpinning which has to be in place for any form of honest reporting, the authors look not only at the organization as a reporting entity complying with a set of rules or nebulous concepts but as a functioning part of the business environment. Offering a wealth of real-life examples and case studies, the author demonstrate the realities of balancing socially responsible business with modern business practice in a diverse range of organizations, including both the private and public sector.

John Taylor is a Senior Lecturer in accounting and auditing at Leeds Metropolitan University.

Justine Simpson is a Principal Lecturer in Accountancy Financial Services at Leeds Metropolitan University.
International Human Resource Development

Learning, Education and Training for Individuals and Organizations

3rd Edition

Edited by John P Wilson

“Probably the best book available in the UK for domestic HRD practitioners, academics and students.” David E Williams, Programme Leader, MA Personnel and Development, University of Greenwich

International Human Resource Development provides both thought-provoking questions and stimulating answers to the key factors in HR development today. Mapped to the contents to the CIPD Professional Standards for Learning and Development, it provides core information needed by all professional students of this subject.

This third edition has been fully updated and revised with a new international focus for global courses, with case studies from a range of international experts in the field, from the United Kingdom, Ireland, USA, Australia, Romania, the Netherlands, Russia, Hong Kong, India and more.

John P. Wilson is a consultant and researcher and holds positions at Oxford, Sheffield and Bradford Universities, UK.

Organization Development

A Practitioner’s Guide for OD and HR

Mee-Yan Cheung-Judge and Linda Holbeche

Featuring theory overviews, tools, techniques and international case studies, this is co-authored by two of the world’s leading experts on organizational development.

The authors:

- Define OD and describe how it can be used effectively in today’s economy to create organizations which maximize their capability
- Provide practical advice on using diagnostic techniques to identify an organization’s needs
- Explain how to use them across a range of areas including change, culture and organization design.

This expert overview of OD explains the underlying research and gives guidance on how it directly informs practice in influential organizations today.

Mee-Yan Cheung-Judge is the founder of Quality & Equality Ltd and the author of many articles on OD. She speaks, writes and delivers most of the OD training programmes in the UK and was voted one of the 25 most influential thinkers in HR by HR Magazine in 2008.

Linda Holbeche was previously Research and Policy Director at the CIPD and is currently an independent consultant and researcher in the fields of leadership, human resources, change management and sustainable high performance.
Organization Design
A Guide to Building Effective Organizations
Patricia Cichocki and Christine Irwin

With the rate of change in organizations at an all-time high, the need for robust design has never been more pressing. This delivers a road map for the implementation of organization design, covering all areas including downsizing, outsourcing and re-structuring. Full of hints and tips, with a practical toolkit to support the process from start to finish, Organization Design outlines the basic theory, provides a step-by-step approach to implementation, and provides solutions to the challenges to be met along the way.

Patricia Cichocki has over 20 years experience in the field, including working for a major global organization. She is a founder member of The Change Leaders, and is currently a partner with Design to Change Ltd.

Christine Irwin is one of the UK’s leading practitioners in this field, an elected board member of the Organization Design Forum and a partner with Design to Change.

Organizational Health
An Integrated Approach to Building Optimum Performance
Naomi Stanford

‘As always with Naomi Stanford, the book is beautifully written and distils concepts into understandable ideas without losing any rigour. The book could be used as a textbook by management students or as a handbook by practitioners - many books claim to do this but this book delivers with extremely rare skill.’ - Dr Patrick Tissington, Reader in Management, Aston Business School

Organizational Health takes an informed look at the critical and interdependent elements of an organization that must be maintained in a healthy state for managers to meet their business goals. Using a practical, structured approach it covers: • Understanding and assessing organizational health • The impact of structures on organizational health such as hierarchies, alliances and joint ventures • Control methods such as corporate governance, ethics and compliance • Maintenance and development including OD, change management, learning and workplace environment • Sustainability including carbon footprint and business ecosystems • Indicators of health • Dysfunction

Dr Naomi Stanford is an expert organization design and development consultant based in Washington DC. She is an experienced author in the field and her books include The Economist Guide to Organization Design, Organization Design: The Collaborative Approach, and Corporate Culture: Getting it Right.
**Leadership Assessment for Talent Development**

Tony Wall and John Knights

Going beyond the recruitment process where assessments are used primarily to 'select', *Leadership Assessment for Talent Development* is the first book that considers assessment as a tool within leadership development. Engaging and accessible for HR and talent professionals, it is drawn from the extensive experience and research of practitioners in the field of leadership talent development.

Tony Wall is a senior lecturer and international consultant at the University of Chester’s Centre for Work Related Studies.

John Knights is a co-founder and chairman of LeaderShape, is an experienced coach, mentor and facilitator of senior executives, teams and peer groups.

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**Strategic Talent Development**

*Develop and Engage All Your People for Business Success*

Janice Caplan

In recent years globalization and technological advances have changed the business world. In this new world of ideas, which may come from anywhere within the company, businesses must be sufficiently agile, future-focused, and innovative to keep pace with rapid change. To be successful, tomorrow’s leaders will have to recognize the importance of their people. This is a comprehensive guide for business leaders on how to design and implement an effective, high-performance talent and engagement strategy across the whole organisation.

Janice Caplan is an international HR consultant, board level coach-mentor, non-executive director of University of Portsmouth and former CIPD Vice-President. Janice is also the author of *The Value of Talent*.

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**The Talent Wave**

*Why Succession Planning Fails and What to do About it*

David Clutterbuck

*The Talent Wave* presents a dynamic, flexible approach to succession planning. By attacking many of the foundations on which it grew, Clutterbuck encourages solutions which align employee ambitions and business priorities to ensure your organization has the right leadership in place for ongoing success.

David Clutterbuck is a co-founder of the EMCC, a senior partner of Clutterbuck Associates and lifetime ambassador for the European Mentoring and Coaching Council. He was named 14th in the top 25 HR thinkers in HR Magazine and is the author or co-author of 50 books on the subject.
Talent Economics
The Fine Line Between Winning and Losing the Global War for Talent
Gyan Nagpal

The microscope on talent is in sharp focus and HR has more programmes and processes to manage talent than ever before. Talent Economics is a refreshingly new, outside-in view on talent, which brings workforce analysis, management practice and strategy together. It uses economic inquiry as a discipline to present a brand new perspective in talent management - as simply put - economics is the study of how the forces of supply and demand allocate scarce resources. Talent Economics presents business leaders an opportunity to step back and understand the ebb and flow of global talent, before translating this new understanding into a winning strategy. 

Gyan Nagpal is an award winning talent strategist and leadership coach, who is deeply invested in researching changes to the global talent pool. Over the last decade he has helped some of the world’s largest organisations build significant business franchises across the Asia Pacific Region.

Armstrong’s Handbook of Performance Management
An Evidence-Based Guide to Delivering High Performance 4th Edition
Michael Armstrong

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

In this established text Michael Armstrong looks at the results of major research in this area. He considers how evidence-based material informs understanding and provides practical guidance on how it can be interpreted and applied.

This edition includes 9 new chapters covering important developments in this area. Additional online resources are provided for both lecturers and students.

Contents
The background to performance management; The practice of performance management; Performance management processes; Performance management in action; The application of performance management; Developing and maintaining performance management; Performance management toolkit.

Michael Armstrong See page 1
Making Sense of Change Management
*A Complete Guide to the Models, Tools and Techniques of Organizational Change*

3rd Edition

Esther Cameron and Mike Green

“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

Making Sense of Change Management is the classic textbook in the field of change management, containing a rich blend of theory and practice. 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 completely revised and fully updated new edition includes additional case studies and two brand new chapters on change agents and on leading change in uncertain times.

**Esther Cameron** is a consultant who specializes in change management.

**Mike Green** works as a consultant and tutor at Henley Business School. Both are established authors in the area of change and leadership.

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Appreciative Inquiry for Change Management

*Using AI to Facilitate Organizational Development*

Sarah Lewis, Jonathan Passmore and Stefan Cantore

Appreciative Inquiry is one of the most exciting concepts in facilitating organizational change. This book studies AI in depth, illustrating the method of asking particular questions and envisioning the future, encouraging staff to consider both the positive and negative systems in place and to recognize the need to implement change. It demonstrates how AI can be practically applied by combining the skills, perspectives and approaches you will learn to create change through conversation.

Case studies from organizations that have already integrated conversational methods into their change management practice show the value and effectiveness of the processes and how to promote, create and generate such conversations yourself.

**Sarah Lewis** is a chartered occupational psychologist, an associate fellow of the British Psychological Society and a founder member of the Association of Business Psychologists.

**Jonathan Passmore** see page 12.

**Stefan Cantore** is a consultant in the areas of leadership and organizational development.
Complete Training
From Recruitment to Retirement
Robin Hoyle

The training and development needs of any workforce vary dramatically between
the generations and levels even so far as the style of communication needed to be
effective.

Complete Training looks at the employee lifecycle and posits a series of training
challenges and opportunities relevant across each stage - from new hires to senior
staff - the objective is to enable learning and development practitioners to build
individual capability and an organisation with a memory, continually learning from
its own endeavours.

Robin Hoyle has 26 years of experience in training and development, working
across the public, private and voluntary sectors. Through his company Learnworks
he works with global organisations designing blended learning programmes,
particularly in the area of sustainability, commercial governance and marketing.

Experiential Learning
A Handbook for Education, Training and Coaching
3rd Edition
Colin Beard and John P Wilson

Experiential Learning enables educators, trainers, coaches and facilitators to unleash
some of the more potent ingredients of learning through experience. It presents a
simple model: the Learning Combination Lock, which illustrates the wide range of
factors that can be altered to enhance the learning experience. The theory is
brought to life with hundreds of examples from around the world. This fully
updated third edition includes guidance for coaches, cutting edge new material on
sensory intelligence and updated models, tools and case studies throughout.

Colin Beard is Professor of Experiential Learning at Sheffield Business School, and
was awarded a National Fellowship from the UK Higher Education Academy.

John P Wilson See page 6

Delivering E-learning
A Complete Strategy for Design, Application and Assessment
Kenneth Fee

Providing a clear framework to better understand e-learning, the emphasis is
firmly on learning rather than technology, and on de-mystifying the jargon
and debunking industry myths along the way. The author proposes a strategic approach
to implementing e-learning, showing how to align this with learning and business
strategies. The result is a well-rounded resource for applying e-learning to any
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.
Excellence in Coaching

The Industry Guide

2nd Edition

Edited by Jonathan Passmore

“A valuable addition to the bookshelves of coaches, students of coaching and those seeking to understand the industry.” First Train

Widely considered an industry bible in the field, this 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. Contributors, including Sir John Whitmore and Cary Cooper CBE, represent all coaching disciplines.

The 2nd edition introduces chapters on accreditation, evaluating coaching, appreciative inquiry and making the most of a coaching investment.

For details about Jonathan Passmore, please see below.

Diversity in Coaching

Working with Gender, Culture, Race and Age 2nd Edition

Edited by Jonathan Passmore

Diversity in Coaching explores the impact and implication of difference in coaching. The book looks at how coaches can respond to issues of gender, generational, cultural, national and racial difference. Understanding how diversity impacts upon coaching is a crucial element to coaching effectively in today’s diverse society and can give coaches the edge when responding to their coachees need.

Written by an international team of coaching professionals, the book provides guidance on understanding diversity and how coaches can adapt coaching styles and techniques to meet individual needs, local demands and cultural preferences.

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 Psychometrics in Coaching, Psychometrics in Coaching and Leadership Coaching, all published by Kogan Page.

Established in 2002, the Association for Coaching (AC) is an independent, non-profit professional bodies for coaches, coach trainers/providers, academic institutions and organizations involved in building performance through coaching.
Psychometrics in Coaching
Edited by Jonathan Passmore

“The clear style makes it accessible for readers new to this area as well as being suitable for experienced practitioners - a useful book to add to the library.” Coaching at Work
Written by an international team of global coaching practitioners and psychometricians, this book provides an overview of using psychometrics and providing feedback and clear explanations of the key models and tools used in coaching today.

See previous page for details of Jonathan Passmore and the Association for Coaching.

Supervision in Coaching
Supervision, Ethics and Continuous Professional Development
Edited by Jonathan Passmore

Supervision in Coaching examines how coaches can use a range of professional development tools to improve and develop their coaching. Written by a team of international coaching practitioners, it provides essential guidance on this increasingly key area of coaching practice.

The authors provide advice on a range of topics, including: • approaches to supervision • managing ethical dilemmas • the role of regulation and licensing in coaching • the development of accreditation and professional standards.

Leadership Coaching
Working with Leaders to Develop Elite Performance
Edited by Jonathan Passmore

“This book contains the latest thinking on coaching and leadership. The chapters are well researched and provide practical advice. It is a must read book for anyone involved in coaching.” Professor Binna Kandola OBE
Examines the models and techniques available, with each contributor reviewing the research which supports the model and then exploring how the model can help in a coaching relationship.
Includes chapters on Porter’s Strategy model and Goleman’s model of leadership styles. It also looks beyond the western view of leadership, to the influence of thinkers and traditions as diverse as Sun Tzu and African myths.
50 Top Tools for Coaching
A Complete Toolkit for Developing and Empowering People 2nd Edition
Gillian Jones and Ro Gorell

This new edition contains a selection of forms, models and exercises and an explanation of how and when to use them. Tools are provided to cover all aspects of a coaching relationship, from coaching briefs and contracts through to planning for the future.

The book is accompanied by online resources, including audio and visual examples of best practice coaching.

Gillian Jones is co-Managing Director of Emerge, an organizational and behavioural change consultancy, specializing in coaching culture strategy.

Ro Gorell specializes in performance improvement and talent development, working with a broad range of clients looking to leverage talent and effect change.

Group Coaching
A Practical Guide to Optimizing Collective Talent in Any Organization
Ro Gorell

Group Coaching provides everything you need to run successful coaching sessions effectively. Based on 20 years of HR, consulting and practical coaching experience, this book offers tools, tips, ideas, different perspectives and easy to use templates.

Group coaching on its own is a powerful tool and when linked to your talent strategy becomes the means to optimize collective talent in any organization.

For details about Ro Gorell please see above.

Leadership Team Coaching
Developing Collective Transformational Leadership 2nd Edition
Peter Hawkins

Describes how to develop a high performing team that will not only work better together, but can also provide an integrated collective leadership which engages with external stakeholders to transform business. The second edition is completely updated to look at the latest changes at the world of leadership teams and team coaching. It takes an in-depth look at the area of coaching the board and includes a new chapter on training leadership team coaches as well as new case material across sectors internationally.

Peter Hawkins is Professor of Leadership at Henley Business School, founder and emeritus Chairman of Bath Consultancy Group and chairman of Renewal Associates.
Mindful Coaching
How Mindfulness can Transform Coaching Practice
Liz Hall

Mindfulness is a way of paying attention to the present moment, helping us become more aware of our thoughts and feelings so that instead of being overwhelmed by them, we’re better able to manage them. Mindful Coaching is the complete resource to using mindfulness in coaching. It helps coaches work with clients on a range of issues including work-life balance; stress management; decision-making; coping with ambiguity; dealing with crises; employee engagement; heightening focus and clarity; communication; increasing presence; improved listening and more. It also helps them become more resilient themselves, particularly helpful in the current climate in which many coaches are facing increasing challenges. The book helps coaches appreciate the benefits of mindfulness, work out with which clients and in which situations it could be useful and illustrates how it can be applied with case studies and resources.

Liz Hall is an award-winning journalist and coach, and is the editor and co-owner of Coaching at Work magazine.

Developing Mental Toughness
Improving Performance, Wellbeing and Positive Behaviour in Others
Peter Clough and Doug Strycharczyk

“Practising leaders and managers, especially those currently being developed, will benefit from diagnosis of their mental toughness, and from learning how they can use appropriate strategies to enhance their capability.” Peter Cheese, Chair of ILM

This ground-breaking book explains mental toughness clearly and effectively. Tracing its development from sports psychology into the world of business, health and education, Developing Mental Toughness is the first book to look at mental toughness and its application at the organizational level.

Full of sample exercises and case studies, this book also features the Mental Toughness Questionnaire - a unique self-assessment tool to determine your mental toughness score. You can find more information about the mental toughness measure online at www.aqr.co.uk.

Peter Clough is the former Head of Psychology at Hull University and is recognised as a leading applied academic authority in this field.

Doug Strycharczyk is MD for AQR, the organisation which has been instrumental in most of the pilots which lead to the adoption of Mental Toughness in new sectors.
**Coaching for Resilience**
*A Practical Guide to Using the Tools of Positive Psychology*
Adrienne Green and John Humphrey

A practical guide to the principles of positive psychology, using tried and tested techniques. There are clear explanations of the principles of positive psychology throughout, with practical exercises and examples for ease of understanding. This comprehensive resource will help you develop a clear understanding of the psychology of stress and develop your own strategies to enhance resilience.

**Adrienne Green** has practised for many years as a psychotherapist and has lectured at Lancaster University in theories of counselling and psychotherapy.

**John Humphrey** advises many leading employers on health and employment issues. He has run the healthcare functions of Procter and Gamble and the Beecham Group.

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**Emotional Intelligence Coaching**
*Improving Performance for Leaders, Coaches and the Individual*
Stephen Neale, Lisa Spencer-Arnell and Liz Wilson

Presents the basic principles, models and tools with which students will need to be familiar, and explains how these relate to coaching for performance. Includes practical activities as well as interviews with coaches who use emotional intelligence as part of their coaching strategy.

**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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**Performance Coaching**
*A Complete Guide to Best Practice Approaches*
2nd Edition
Carol Wilson

This book contains extensive guidance on coaching techniques and the best-known and emerging models and tools as well as advice on how to train as a coach, how to run a coaching practice and how to structure coaching sessions. The new edition is completely updated to offer a greater focus on building a coaching culture in organizations and the challenges that leaders face in understanding and developing a coaching approach.

**Carol Wilson** is former Head of Professional Standards and currently on the Global Advisory Panel at the Association for Coaching. As founder of Performance Coach Training Ltd, she designs and delivers coaching programmes to commercial organizations all over the world.
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