



University of London

STAFF DEVELOPMENT OFFICE RESOURCE LIST - 2009

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BOOKS

Academic Issues

- In at the deep end: First experiences of university teaching. Edited by David Allan. Innovation in Higher Education Series, 1996. First-hand accounts of university education in the 90s.
- Governing Universities: Changing the Culture? Catherine Bargh et al. SRHE/OU 1996.
- Developing a Research Centre Training Strategy: A handbook for professional development. Association of Directors of Research Centres in the Social Sciences (DORCISS), 1995.
- Accessible Curricula: Good Practice for All. Carol Doyle and Karen Robson. University of Wales Institute, Cardiff, 2002.
- Raising concerns and handling the consequences in Further and Higher Education: a handbook. G R Evans. Council for Academic Freedom and Academic Standards, 1996. In part a manual of practical advice, to provide a resource for those who find themselves in difficulties in disputes which threaten their careers in institutions of higher and further education, and those whose managerial responsibility it is to handle those same disputes.
- Tutoring and demonstrating: A handbook. Edited by Fred Forster, Dai Hounsell and Sheila Thompson. University of Edinburgh, 1995
- 253 ideas for your teaching. Graham Gibbs and Trevor Habeshaw. Technical and Educational Services Ltd, 1995. The ideas offered are to help academic staff generate their own ideas for innovations in their teaching.
- Feedback on Courses and Programmes of Study: A Handbook. Dai Hounsell, Hilary Tait and Kate Day. University of Edinburgh, 1997. The aim of the Handbook is to assist new and experienced colleagues to make use of feedback in the most appropriate, constructive and economical ways possible.
- Being an Effective Academic. Leslie Johnson. Oxford Centre for Staff Development, 1994. A practical guide to over 50 practical methods for organising time, paper, people, and tasks effectively.

- 53 Interesting Ways to Supervise Student Projects, Dissertations and Theses. Vicky Lewis and Sue Habeshaw. Technical and Educational Services Ltd, 1997.
- Using the WWW in Learning and Teaching; Virtual Learning Environments; Computer-mediated Conferencing; Using CAA to support student learning. LTSN Generic Centre and ALT, 2002.
- An Approach to Good Supervisory Practice for Supervisors and Research Students. Particle Physics and Astronomy Research Council, 1996. PPARC's guide to what it believes to be good practice and what it expects of students, supervisors, departments and institutions who participate in one of its awards.
- How to Get A PhD 2nd edition. Estelle M Phillips and D S Pugh. OU Press, 1994. A handbook and survival manual for students and their supervisors.
- Snapshots of Innovation. Recent developments in teaching and learning. The University of Manchester and UMIST, 1998. An edited compilation of articles from the Enterprise Centre for Learning and Curriculum Innovation.
- Assessment Strategies for Popular Music Performance. CD-Rom. University of Salford, 1999

Association of University Administrators (AUA)

Boosting university income. Good Practice Series No. 1
 Managing people. Good Practice Series No. 2
 Strategic choice; corporate strategies for change in higher education. Good Practice Series No. 4
 Open daze. Good Practice Series No. 5
 Developing people. Good Practice Series No. 6
 Interviewing people. Good Practice Series No. 7
 Figuring it out. Good Practice Series No. 8
 [Missing] Good Practice Series No. 9
 Alma matters: a guide to alumni relations. Good Practice Series No. 10
 Appraising people. Good Practice Series No. 11
 The time of your life. Good Practice Series No. 12
 Total quality matters: TQM in a higher education context. Good Practice Series No. 13
 Supporting research. Good Practice Series No. 14
 I know it's here somewhere: a guide to filing. Good Practice Series No. 15
 [Missing] Good Practice Series No. 16
 An auditor calls: internal audit explained. A guide for budget holders. Good Practice Series No. 17

Going Places: Everything you always wanted to know about study visits and never liked to ask. Good Practice Series No. 18
Wringing the Changes. Good Practice Series No. 19
Are you switched on? The Internet as a resource for university administrators. Good Practice Series No. 20
[Missing] Good Practice Series No. 21
Problems? No Problem!. Good Practice Series No. 22
Milestones along the Critical Path. Project Management in HE. Good Practice Series No. 24
Can I quote you on that? A guide to working with the media. Good Practice Series No. 25
Just a Minute? A guide to committee servicing. Good Practice Series No. 26
Data day issues. A guide to Data Protection. Good Practice Series No. 27
An accident waiting to happen? A guide to Health and Safety. Good Practice Series No. 28
Supporting Research from proposal to publication. Good Practice Series No. 29
Managing Change. Good Practice Series No. 30
What is it you do again? A guide to departmental administration. Good Practice Series No. 31

Careers Service

- Careers for Geographers. 1994.
- Careers for Psychologists. 1995.
- Careers in Management. 1993.
- How to Complete an Application Form. 1995.
- How to Write a Curriculum Vitae. 1996.
- Recruitment Consultancies in the London Area, The Graduate's Guide. 1995.
- Writing References, A Guide for Academics. 1992.
- University Researchers and the Job Market. A career development Manual. 2001

Communication

- Communication in business. Peter Little. 3rd ed. Harlow, Longman, 1977. Intended for new and junior administrators. Basic principles, practical applications, exercises. Some commercial bias.

- Know what I mean? People and communication. Gordon Lord. Maidenhead McGraw-Hill, 1978. (McGraw-Hill Business Education courses) Starts with basic principles and goes on to cover a wide range of communication including human relationships. Includes "assignments".
- How to communicate. Gordon Wells. Maidenhead McGraw-Hill, 1978. Principles and practice of verbal, oral, aural, visual, and numerical communication, plus a chapter each on interviewing and meetings.

Interviews

- How to Interview and be Interviewed. Michèle Brown & Gyles Brandreth. Sheldon Press, 1986.
- The interview at work. John Fletcher. Unwin Brothers Ltd, 1973. Principles of interviewing: induction, grievance, counselling etc.
- The ABC of interviewing. Martin Higham. Institute of Personnel Management, 1979. A basic guide to interviewing job applicants.
- "I'd like a word with you" - the discipline interview. Tina Tietjen. Video Arts Ltd, 1980.

Meetings

- How to run a meeting. Antony Jay. Video Arts Ltd, 1976.
- Hours into minutes. P J C Perry. Rev. ed, BACIE, 1979. A guide to committee documentation.
- How to organize effective conferences and meetings. David Seekings. Kogan Page, 1981. Includes the venue, programme and speakers, presentation and production, the budget, marketing, paperwork, the art of chairing a meeting.

Presentation

- Effective presentation: the communication of ideas by words and visual aids. Antony Jay. British Institute of Management, 1971. Useful guide for those involved in organising seminars, talks, training sessions. Includes audiences and group behaviour, commissioning/making films.
- Making your case. Antony Jay. Video Arts, 1990.
- Effective speaking. Maria Pemberton. The Industrial Society, 1990.

Reading

- Making Dyslexia Work for You. Vicki Goodwin. David Fulton Publishers, 2004.
- A guide to rapid reading. Janis Grummitt. The Industrial Society, 1990.
- Rapid Reading. Kathryn Redway. Pan, 1988.
- Inside meaning: proficiency reading comprehension. Michael Swan. Cambridge University Press, 1979.

Telephones

- A guide to the use of the telephone in business. 9th ed, BACIE, 1975.
- Telephone behaviour; the power & the perils. Peter Honey. Video Arts, 1987.
- Be your own boss; a guide to making communications work for you. David Lewis. British Telecom.
- A guide to using the telephone. Ian McDougall. The Industrial Society, 1980.
- Telephone techniques. Tina Tietjen. Video Arts, 1978.

Writing

- A guide to the writing of business letters. 5th (rev) ed, BACIE, 1973.
- A guide to letter writing. Pippa Isbell. The Industrial Society, 1980.
- Writing at work; do's, don'ts and how to's. E Jacobi. Hayden Book Company, 1976. Accompanied by a Workbook called Work at Writing. Informative, readable book with useful examples.
- Put it in writing. Albert Joseph. International Writing Institute, 1981.
- Writing plain English. M Cutts, and C Maher. Plain English Campaign, 1980. Mainly intended for central and local government officials, but a useful reminder to everyone to avoid an overcomplicated, obscure style of written English.
- Report writing. P J C Perry. 2nd (rev) ed, BACIE, 1966.
- Report writing. Judith Vidal-Hall. The Industrial Society, 1988.

Equal Opportunities

- A woman in your own right. Anne Dickson. Quartet Books, 1983.
- Equality and Diversity Toolkit. ECU, HEFCE. June 2004.
- How to design and deliver equal opportunities training. Helen Garrett and Judith Taylor. Kogan Page, 1993
- Language and image: an equal opportunities guide. Open University, 1993

Finance

- An administrator's guide to simple statistical techniques. Mike Joynson. University of Wales.
- Understanding company financial statements. R H Parker. Penguin 1988 3rd Edition. An introduction to a difficult subject with no previous knowledge assumed. The emphasis is on analysis and interpretation rather than accounting techniques.

Management

- Research games: an approach to the study of decision processes; K C Bowen, with contributions by Janet I Harris. Taylor & Francis, 1978. Published in association with the Operational Research Society. ORASA text no. 3. Use of games as an operational research technique.
- Organization: a guide to problems and practice. John Child. Harper & Row, 1977. Presents guidelines for the analysis of practical problems for practising administrators and management students.
- Working with a secretary: a manager's guide. Corinne Devery. Industrial Society, 1986.
- Upward Appraisal in UK Universities. G R Evans and K Moloney. Council for Academic Freedom and Academic Standards, 1996.
- Understanding Organizational Change: Converting Theory to Practice. Lynn Fossum. Crisp Publications, 1989. A self-paced format, designed to be read with a pencil. It is about coping with change once it has been decided and/or announced.
- Think Like A Manager: Everything they didn't tell you when they promoted you! Roger Fritz. National Press Publications, 1994. A step-by-step, how to strategy for building the skills every manager needs to be effective.
- Behaviour Series. Peter Honey. Peter Honey Publications, 2005. Includes:
 - Valuing Diversity
 - How to become a more effective learner
 - Teams and Teamwork
 - Continuing Personal Development
 - The Learning Styles Questionnaire and Helper's Guide
- Guide to Enhancing your Self-Management Skills. Peter Honey. Peter Honey Publications, 2008.
- Improve Your People Skills, 2nd edition. Peter Honey. CIPD, 2001.
- 101 Ways to Develop your People, Without Really Trying. Peter Honey. Peter Honey Publications, 1996. This book describes 101 ways that any manager, in any function, at any level, in any organisation, can use to help people learn and develop.

- **Managing Negative People: Strategies for Success.** S Michael Kravitz. Crisp Publications, 1995. A self-paced format, designed to be read with a pencil. Learn how to stamp out your own internal patterns of negative thinking and overcome negativity imposed on you by others.
- **Notes for managers.** Industrial Society. Brief practical guides in the fields of management and industrial relations.
- **Right First Time.** Management Charter Initiative. 8 Guides from MCI: matching your business to national standards; aiming your business in the right direction; getting the best from people; knowing your market; measuring progress; publicising your successes; the qualifications maze; and getting the right help.
- **Managing change and making it stick.** Roger Plant. Fontana, 1987. Concrete examples and practical advice.
- **Successful supervision.** James White. Maidenhead, McGraw-Hill, 1975. Covers psychology, staff selection, training, complaints, discipline, training, trade unions, work methods, costs, time management, staff appraisals.
- **Preparing for the top.** Sir Peter White. Industrial Society, 1981.
- **Competence Toolkit.** Paul Whiteley and Graham Robinson.

Discipline

- **Discipline at work; the ACAS advisory handbook, 1987.**

Time Management

- **Effective time management.** John Adair. Pan, 1982
- **Successful time management.** Jack Ferner. New York, John Wiley, 1980. (A Wiley self-teaching guide). Covers analysis of time problems, self assessment and goal analysis, daily planning, improving work methods.
- **"A" time; the busy manager's action plan for effective self management.** James Noon. Van Nostrand Reinhold (UK) Co. Ltd, 1985. Aims to give managers of all ages and all levels of seniority the technique for controlling your time at work for top performance.
- **Beat the bumph.** Kathryn Redway. Nicholas Brealey Publishing, 1995. Cut clutter, read rapidly and succeed in the information jungle. This

practical book gives advice on how to avoid being snowed under by paper and electronic mail.

Reference Books

- The Good Non Retirement Guide 2007. Rosemary Brown. Enterprise Dynamics, 21st edition.
- A dictionary of modern English usage. J Fowler, 2nd ed rev. Sir Ernest Gowers. OUP, 1983. Standard work on the correct but easy and natural use of English in speech and writing.
- The complete plain words. Sir Ernest Gowers, 2nd ed. Pelican 1973. Revised 1977 by Sir Bruce Fraser. A revised version of the classic work on written English.
- Usage and abusage. Eric Partridge. Penguin, 1973. Wittily attacks linguistic abusage of all kinds and offers helpful constructive advice.
- A Guide to Task Analysis. B Kirwan and L K Ainsworth. Taylor and Francis, 1992. A comprehensive documentation of task analytical techniques.
- The use of English. Randolph Quirk. 2nd ed, with supplements by A C Gimson and J Warburg. Longman, 1968. Covers general linguistics, grammar, vocabulary, sound-change, teaching, style, etc.

Safety

- Beating aggression; a practical guide for working women. Diana Lamplugh. Covers stress and tension control, attitudes, assertiveness, avoidance, and aggression.

Secretarial

- The senior secretary. Rona Brand. The Industrial Society, 1978. A practical approach to work at a senior secretarial level - the secretary as part of the management team.
- What else can a secretary do? Cambridge Training Associates. Manpower Services Commission, 1984.
- Working with management: a secretary's guide. Corrine Devery. The Industrial Society, 1985. Covers information, administration, communication, public relations.

Self-Development

- Assertiveness at work; a practical guide to handling awkward situations. Ken and Kate Back. McGraw-Hill, 1992.
- Management self-development; concepts and practices. Tom Boydell, and Mike Pedler. Gower, 1981. Principles, designs, self development and qualification courses, self development and everyday experience.
- Use your head. Tony Buzan. BBC Books, 1995. Teaches you the vital skill of learning how to learn. Whether you are a student seeking to improve your study and learning skills, a manager keen to increase your creative thinking and problem solving capacity, or anyone with an interest in the functioning and use of your brain.
- Strategies for women at work. Janice Larouche and Regina Ryan. Unwin Paperbacks, 1985. Handbook designed to help women solve specific on-the-job problems on a day-to-day basis.
- Managing Anger. Rebecca R Luhn. Crisp Publications, 1992. A self-paced format, designed to be read with a pencil. It contains concrete activities designed to create change and give you more control over the emotion anger.
- Leadership skills for women. M Manning and P Haddock. Kogan Page, 1989. A self-instructional guide to leadership qualities with the emphasis on women.
- How to assess your managerial style. Charles Margerison. Bradford, MCB Publications 1979. A do-it-yourself book for people in leadership positions who wish to learn more about the factors underlying what they do.
- Creating your own work. Micheline Mason. Old Woking, Gresham Books, 1980. How to set up a small business or craft workshop.
- Assertiveness at work; a necessary guide to an essential skill. David Stubbs. Pan Books, 1986. Intended for those who would like to be more effective in standing up for their rights, influencing others, and handling difficult people and situations.
- Talking from 9 to 5. Deborah Tannen. Virago, 1995. How women's and men's conversational styles affect who gets heard, who gets credit, and what gets done at work.

Training

- Training for communication. John Adair. Gower, 1973. Covers effective speaking, listening, writing and reading.
- A training officer's guide to discussion leading. BACIE, 1976.
- A guide to job analysis. T H Boydell. BACIE, 1973.
- A guide to the identification of training needs. T H Boydell. 2nd ed, BACIE, 1976.
- Evaluating your training. CBI, October 1989.
- Training and Development. Resource Pack from Croner.
- Training and Development. Rosemary Harrison. IPM, 1988.
- Customer Care. Frances Sacker & Nell Martin. The Industrial Society, 1987.
- Managers and industrial relations; the identification of training needs. C Jennings, W McCarthy, and R Undy. A working manual designed to help organisations improve management performance in industrial relations.
- Assertion training; a facilitator's guide. Colleen Kelley. Calif, USA, University Associates, 1979. Guide to running assertiveness courses.
- Approaches to training and development. Dugan Lard. Reading, Mass, Addison-Wesley, 1978. Practical workbook covering training needs, learning theory, teaching techniques, methods and equipment, evaluation, etc. American approach.
- The university: an organizational analysis. Hugh Livingstone. Blackie and Son Ltd, 1974.
- Staff development matters: academic staff training and development in Universities of the United Kingdom; a review 1961-81. Christopher Matheson. Issued and distributed by the Coordinating Committee for the Training of University Teachers, 1981.
- Behaviour analysis in training. Neil Rackham and Terry Morgan. Maidenhead, McGraw-Hill, 1977. Discusses new approaches to interactive skills training. Form of book "a cross between research report and training manual".

- The skills of training; a guide for managers and practitioners. Leslie Rae. Gower, 1983. Aimed at those newly appointed to training posts. Reviews main techniques, methods and approaches.
- Training administrators for development: an introduction for public servants and Government training officers. Wyn Reilly. Heinemann, 1979. Basic introduction to fundamentals of training and attempts to open up issues for discussion.
- A handbook of training management. Kenneth R Robinson. Kogan Page, 1981. Looks at importance of training in broader organisational context and stresses need for assessment at every stage of the process.
- Effective management coaching. Edwin Singer. 2nd ed. Institute of Personnel Management, 1979. On the job coaching by managers of subordinates.
- Training in industry and commerce. Edwin Singer. Rev. ed. Institute of Personnel Management, 1977. An introductory text to the basic techniques of training.
- The Smith guide to the staff development jungle. Brian and David Smith. 1993.
- Managing the manager's growth. Andrew and Valerie Stewart. Farnborough, Hants, Gower Publishing Co Ltd, 1978. For all those engaged in helping managers learn. Covers managerial effectiveness, learning/teaching, training options, evaluation.
- National Standards for Training and Development. Training & Development Lead Body (TDLB). Dept of Employment, 1995.
- Training analysis: a guide to recognising training needs. M Turrell. Plymouth, Macdonald & Evans, 1980.

GOVERNMENT AND HIGHER EDUCATION FUNDING COUNCIL FOR ENGLAND (HEFCE) PUBLICATIONS

- Assessors' Handbook, Quality Assessment Division. HEFCE, 1996.
- Energy Management Study in the HE Sector. HEFCE, 1996
- Political Activities and Campaigning by Charities. Charity Commissioners for England and Wales, 1995.
- Private Opportunity, Public Benefit: Progressing the Private Finance Initiative. HM Treasury, 1995.
- Related Companies: Recommended Practice Guidelines. HEFCE, 1996.
- Space Management in Higher Education, A Good Practice Guide. National Audit Office, 1996.
- Treasury Management, Value for Money: National Report. HEFCE et al, 1996
- Treasury Management Study in the HE Sector, Management Review Guide. HEFCE et al, 1996.
- Procurement Process Benchmarking for Higher Education. HEFCE et al, September 1997

HEALTH AND SAFETY TRAINING MATERIAL

Videos

Avoiding Danger. Suzy Lamplugh Trust.

Building Fire Safety and Evacuation (Vocam No. 642)

Don't Just Stand There (British Heart Foundation)

Fire Wardens, Fire Drill

Focus on health, focus on retirement

Get a Move On (Human Kinetics)

Keeping Yourself Safe. Xebec CD-Rom and Manual

Living with Fred

Managing Fire Safety At Work (FPA DVD)

Office Safety Essentials Vocam No. 3633

Personal Harassment

Positive Action (safety and self-defence)

Positive Driving

Quality through Hygiene. IOSH and Granada Food Services

Quality through Safety. IOSH and Granada Food Services

Raising the Alarm (fire awareness) intek Training Ltd

Resuscitation Techniques

Safety Authorities. Xebec. CD-Rom and Manual

Sickening Six (cross contamination)

VDU and Workstation Ergonomics (video and trainers guide). Vocam. Designed to provide a better understanding of VDU and workstation hazards.

Higher Education Staff Development Agency (HESDA, formerly UCoSDA)

General Publications

- Checklists for identifying training needs, 1990.
- A handbook for administrators in HE, April 1992.
- Handbook for External Examiners in HE, May 1993.
- Teaching Standards and Excellence in HE: Developing a culture for quality, Second edition, November 1993.
- Recording Achievement: Potential for Higher Education, November 1994
- Learning in Difficult Times: Issues for Teaching in Higher Education, February 1995.
- Quality Teams: Leader Guide and Workbook, August 1996.
- Supporting Contract Research Staff through Continuing Career and Professional Development. May, 1997
- A Handbook for Administrators and Managers in Higher Education, May 1997

Occasional Green Papers

- Occasional Green Paper 1: Teaching standards and excellence in HE: developing a culture for quality, October 1991.
- Occasional Green Paper 2: HE administration: strategies for professional development, March 1992.
- Occasional Green Paper 3: HE departmental leadership/management - an exploration of roles and responsibilities, December 1992.
- Occasional Green Paper 4: Managing the introduction of appraisal for allied/support staff, February 1993.
- Occasional Green Paper 5: Quality and information technology in assessment procedures, October 1993.
- Occasional Green Paper 6: Staff development in relation to research, March 1994.

- Occasional Green Paper 7: Approaches towards the improvement of support/allied staff development, May 1994.
- Occasional Green Paper 8: Staff development for teaching and learning, June 1994.
- Occasional Green Paper 9: Higher Education Management and Leadership: Towards a National Framework for Preparation and Development, August 1994
- Occasional Green Paper 10: Continuing Professional Development for Staff in Higher Education, October 1994.
- Occasional Green Paper 11: Assessment Processes and Personal Judgement in Higher Education - A Discussion Paper, February 1995.
- Occasional Green Papers 12 and 13 have not yet been issued.
- Occasional Green Paper 14: The Politics and Organisational Complexity of Staff Development for Academics: A Discussion Paper, May 1996.

Briefing Papers

- Briefing Paper 1: NVQs, GNVQs and NETTs: implications for universities and their staff, September 1993.
- Briefing Paper 2: Investors in people, October 1993.
- Briefing Paper 3: Quality in HE: Overview and update, November 1993.
- Briefing Paper 4: HE Charters: implications for universities and their staff, January 1994.
- Briefing Paper 5: Franchising in HE, January 1994.
- Briefing Paper 6: Fender report: promoting people. Implications for developments in universities, February 1994.
- Briefing Paper 7: The Follett report on libraries, March 1994.
- Briefing Paper 8: Evaluating staff development and training, April 1994.
- Briefing Paper 9: The effective engagement of external consultants, May 1994.

- Briefing Paper 10: A staff developers' briefing on the HEQC report: Choosing to change: Extending access, choice and mobility in HE, June 1994.
- Briefing Paper 11: From Learned Institution to Learning Community: The Role of Focus Groups in Cultural Change: A Case Study, October 1994.
- Briefing Paper 12: Staff Development for Teaching and Learning: Towards a Coherent and Comprehensive Approach, November 1994.
- Briefing Paper 13: Staff Development to Support Research, November 1994.
- Briefing Paper 14: A Programme for Organisational Change: "New Directions" at the Open University, January 1995.
- Briefing Paper 15: Approaches towards the Improvement of Support/Allied Staff Development, February 1995.
- Briefing Paper 16: Training and Development for University Administrators: A Position/Discussion Paper, March 1995.
- Briefing Paper 17: Developing Ancillary Staff - A Case Study, April 1995.
- Briefing Paper 18: Quality in Higher Education: 1995 Update, April 1995.
- Briefing Paper 19: The Results and Outcomes of UCoSDA's 1995 Subscriber Satisfaction Survey, June 1995.
- Briefing Paper 20: Supplemental Instruction: Students helping each other with their learning, July 1995.
- Briefing Paper 21: Feasibility Study on the application of Higher Level NVQs to training and development for HE staff, September 1995.
- Briefing Paper 22: Can N/SVQs be used as a framework for academic staff development?, September 1995.
- Briefing Paper 23: The application of Higher Level NVQs to staff development for IT Professionals in HE, September 1995.
- Briefing Paper 24: Administrative staff and vocational qualifications, October 1995.
- Briefing Paper 25: Multimedia and the Internet, November 1995.
- Briefing Paper 26: Credit in higher education: the implications for staff development, December 1995.

- Briefing Paper 27: The description of learning levels in higher education, December 1995.
- Briefing Paper 28: Writing learning outcomes for modules in higher education, December 1995.
- Briefing Paper 29: Assessment as communication in the learning of students and tutors, January 1996.
- Briefing Paper 30: Designing and running a workshop - Preparing and facilitating, February 1996.
- Briefing Paper 31: Designing and running a workshop - Trouble-shooting, February 1996.
- Briefing Paper 32: Quality improvement in learning and teaching (QILT): a whole institutional approach to quality enhancement, March 1996.
- Briefing Paper 33: Investors in People: the revised indicators explained and guidance on issues of autonomy and authority, April 1996.
- Briefing Paper 34: Empowerment in HE institutions: a focus for good practice, training and development, May 1996.
- Briefing Paper 35: Core Skills in Higher Education, June 1996.
- Briefing Paper 36: Research Supervision, July 1996.
- Briefing Paper 37: Managing Personal and Professional Development for Women in Higher Education: A Model for Positive Action, August 1996.
- Briefing Paper 38: A Staff Developers' Briefing on Video-Conferencing, September 1996.
- Briefing Paper 39: Teaching Quality Assessment: Distinctive Features of the Methodology of the HEFCW, October 1996.
- Briefing Paper 40: An Introduction to the World Wide Web, November 1996.
- Briefing Paper 41: University Administrators: Participant Perspectives on Development, December 1996.
- Briefing Paper 42: Reflective Learning in Higher Education: Issues and Approaches, January 1997.

- Briefing Paper 43: Action Learning in Higher Education I: Definition, Context and Set Work, February 1997.
- Briefing Paper 44: Action Learning in Higher Education II: Values, Involvement, Skills and Staff Development, March 1997.
- Briefing Paper 45: Research on Learning and Higher Education Teaching, April 1997.
- Briefing Paper 46: Championing Investors in People in Higher Education, May 1997.
- Briefing Paper 47: Research Supervision: The Case for a Code of Good Practice, June 1997.
- Briefing Paper 48: Handling Student Complaints, August 1997.
- Briefing Paper 49: Accrediting Academic Practice in HE: the Scottish Project, August 1997.
- Briefing Paper 50: Managing Personal and Professional Development for Women in Higher Education: A Mentoring Scheme, September 1997.
- Briefing Paper 51: Investing in People: An Individual Perspective on a Collective Commitment and Achievement, October 1997.
- Briefing Paper 52: Appraisal in UK Universities and Colleges, November 1997.
- Briefing Paper 53: Staff Development for Teaching and Learning Technology: Ten Keys to Success, January 1998.
- Briefing Paper 54: Quality Assessment: Distinctive Features of the methodology of the SHEFC, January 1998.
- Briefing Paper 55: A Framework of Management Development Activities, February 1998.
- Briefing Paper 56: Supporting Part-Time Teachers in HE, March 1998.
- Briefing Paper 57: Cheating and Plagiarism in Undergraduate Education, April 1998.
- Briefing Paper 58: Implementing the Post-Dearing Quality Agenda: Making use of a Programme Specification Approach, May 1998.
- Briefing Paper 59: Investors in people in HE, May 1998.

- Briefing Paper 60: Writers' Groups for Researchers and How to Run Them, June 1998.
- Briefing Paper 61: The Role and Development of Heads of Department in the Changing Higher Education Context, July 1998.
- Briefing Paper 62: Preparing for the Changing Roles of University Technicians, September 1998.
- Briefing Paper 63: The European Computer Driving Licence, October 1998.
- Briefing Paper 64: Defining Levels in Higher Education, Nov/Dec 1998.
- Briefing Paper 65: Flexibility and Accreditation of Professional Updating and Reskilling - the Short Course Accreditation Scheme at Leeds Metropolitan University, January 1999.
- Briefing Paper 66: Research Quality Assessment in Higher Education, February 1999.
- Briefing Paper 67: The Career Management Initiative, March 1999.
- Briefing Paper 68: A Review of the "Room at the Top" Programme for Senior Women in Higher Education, April 1999.
- Briefing Paper 69: Promoting Understanding in Organisations: The Group Dialogue, May 1999.
- Briefing Paper 70: Developing Research in Higher Education over the Career Life Cycle Project: Component 1 Supporting New Researchers, June 1999.
- Briefing Paper 71: Developing Research in Higher Education over the Career Life Cycle Project: Component 2 Project and Portfolio Management, August 1999.
- Briefing Paper 72: Developing Research in Higher Education over the Career Life Cycle Project: Component 3 Strategic Management of Research, September 1999.
- Briefing Paper 73: Targeting Support for QAA Subject Review: A Practical Approach, October 1999.
- Briefing Paper 74: Staff Development Programme for Administrators and Managers in HE at South Bank University, November 1999.

- Briefing Paper 75: Managing the Changing Face of HE: An International Perspective, January 2000.
- Briefing Paper 76: University Vocational Awards Council, February 2000.
- Briefing Paper 77: Improving Staff Performance in HE, March 2000.
- Briefing Paper 78: The “New” National liP Standard, April 2000.
- Briefing Paper 79: Sharing Experiences of liP Assessment, May 2000.
- Briefing Paper 80: The Strathclyde Journey to liP Recognition, June 2000.
- Briefing Paper 81: Enhancing Creativity Through Higher Education, August 2000.
- Briefing Paper 82: A Model for University Internal Quality Audit. September 2000.
- Briefing Paper 83: Academic Review and Investors in People: A Differential Intensity of Scrutiny? September 2000.
- Briefing Paper 84: Career Development Provision for Contract Researchers: An Integrated Approach. October 2000.
- Briefing Paper 85: Investing in People and Lifelong Learning. December 2000.
- Briefing Paper 86: Initial Professional Development in Research-Intensive Universities. January 2001.
- Briefing Paper 87: Growing the future of research - ResNet 2000 a network for women contract research staff. February 2001.
- Briefing Paper 88: Learning Organisations and Higher Education Institutions. March 2001.
- Briefing Paper 89: Webs of Learning: the role of new technology in teaching history at the University of the West of England. April 2001.
- Briefing Paper 90: Supporting proactive innovation and change: a case study of the Chic Project. May 2001.
- Briefing Paper 91: The Professional Development of Part-time Staff in Higher Education: A National Perspective. June 2001.

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- Communication and Information Technology Initiatives Guide. CITI-Guide places the user of C&IT services at the hear of a network of resources which may be able to offer help, advice and practical assistance.
- Senior Management Briefing Paper 1: Computer Network Security, June 1998.
- Senior Management Briefing Paper 2: JANET Connection Policy, August 1997.
- Senior Management Briefing Paper 3: Information Strategies, June 1998.
- Senior Management Briefing Paper 4: Why Networks are Important, December 1997.
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Build Your Self Confidence. Career Development Counsellors. Cassette

Chairing Meetings - Questionnaires for 360° feedback. Peter Honey, 1997. This manual helps people to assess their own chairing skills by inviting feedback from colleagues.

CIPFA Financial Training Package. This Package enables financial training to be undertaken on a modular basis: Foundation; Introduction to Financial Management; financial and Business Planning; Project Planning and Management; Budget Preparation; Budget Monitoring and Control.

Committee Servicing, a training resource package. UCoSDA. 2000

Confidence, Composure and Competence for working women; audio-cassettes. CareerTrack, 1994.

Customer Care: 20 training workshops. Gower.

Customer Service Skills: 30 activities for improving customer service skills. Echelon.

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Effective Business Writing; self learning guide. Flex Training Ltd, 1994.

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Handbook of Management Training Exercises Vols 1 and 2. BACIE.

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Job Interview; a video-based skill building kit for job seekers. Flex Training Videos

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Making the grade: achieving high quality assessment profiles. UCoSDA and Loughborough University.

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Start to Sign!. RNID, 2005. Reference book for learning British Sign Language.

Student Satisfaction Surveys: A 'How to' Guide from the University of Central Lancashire, 1999.

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Tackling Racism. One-day training workshop. Kogan Page, 2000.

Technology in Teaching and Learning; a guide for academics. This guide aims to help you prepare for the changes that are already happening in higher education, and consider the opportunities presented by new techniques and technologies. Interactive Learning Centre, University of Southampton, 1996.

Telephone Skills – Essentials. Essential Learning, 2001.

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Trainer's Quality Pack. Wyvern Business Training.

Training for Time Management. 22 easy to use training activities. Gower.

Twenty Activities for Developing Managerial Effectiveness. Gower.

Working words; self-teaching pack. Open College.

Working with Assertiveness Video + manual. BBC Training Videos.

VIDEOS (VHS)

Barry's Bad Data Day. Using the law to protect your information. Office of Data Protection Commissioner. 2000

Call Yourself A Manager? (+ booklets) 1. Supervision; 2. Managing Staff; 3. Meetings; 4. Selection Interviewing. University of London Audio Visual Centre.

Consequences. Contact Productions.

Constructive Criticism. Wyvern Business Training.

Critical Skills for the Executive Secretary. Monadnock International.

Developing Skills; cooperative learning at UCL. An illustration of how UCL supports the development of students' personal transferable skills.

Developing Teamwork. Hebden Lindsay

Excellence in Diversity (promotional for U/L)

Good Question. Wyvern Business Training. A dual video pack dealing with the skill of asking questions in a range of face to face situations such as Appraisal, Selection, Counselling, Coaching, Discipline and others.

How Am I Doing? Video Arts. Appraisal interview techniques.

Interviewing/The People Factor

It can be done: managing disabled people.

It worked fine: managing disabled people.

More Than A Gut Feeling. Melrose Films Ltd. Behavioural approach to interviewing skills.

Positive Steps. Cygnet Films for the Metropolitan Police. Help and advice for women on personal safety, plus accompanying booklet.

Psycho - Geometrics. CareerTrack Publications. The science of understanding people, and the art of influencing them.

Smart Moves. City of London Police. How to avoid risks.

Stand Up the Real Glynn Vernon. Spastics Society. Disability from the disabled person's point of view.

Starting a Business. HSBC, 1999.

Telephone Perfection. Melrose Films Ltd.

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Tell Me About Yourself. Rank Aldis. Covers interviewing skills.

Well, What Would You Do? University College London Audio Visual Unit. A "trigger" film for reception, catering, security staff

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