



## **BSB51915-Diploma of Leadership and Management (Resource Material)**

### **BSBADM502 Manage Meetings**

1. Pittampalli A., 2011, Read This Before Our Next Meeting, The Domino Project, Seattle
2. Henkel S.L and Lujanac M., 2007, "Successful Meetings: How to Plan, Prepare, and Execute Top-Notch Business Meetings", Atlantic, Ocala
3. Parker G.M., and Hoffman R., 2006, "Meeting Excellence: 36 Tools to Lead Meetings that Get Results", John Wiley & Sons, San Francisco
4. Barker A., 1999, "How to Manage Meetings", Kogan Page, London
5. <http://www.bnet.com/article/how-to-run-an-effective-meeting/61211>
6. [http://www.cio.com.au/article/210428/eight\\_steps\\_more\\_effective\\_meetings](http://www.cio.com.au/article/210428/eight_steps_more_effective_meetings)

### **BSBCUS501 Manage Quality Customer Service**

1. Goodman G. A., 2009, Strategic Customer Service: Managing the Customer Experience to Increase Positive Word of Mouth, Build Loyalty, and Maximize Profits, Amacom
2. Goodman G. A., 2014, Customer Experience 3.0: High-Profit Strategies in the Age of Techno Service, Amacom
3. Watkinson M., 2012, The Ten Principles Behind Great Customer Experiences, Pearson Education
4. Manning H., and Bodine K., 2012, Outside In: The Power of Putting Customers at the Centre of Your Business, New Harvest

### **BSBHRM513 Manage Workforce Planning**

1. Sloan J., 2008, An Introduction to Workforce Planning, East Street Publications, Australia
2. Stone J. R., 2010, Human Resource Management, John Wiley & Sons, Australia
3. Bratton J., Gold J., 2007, Human Resource Management: Theory and Practice (4th Ed.), Palgrave Macmillan, Hampshire
4. United States Government Accountability, 2011, Human Capital: Key Principles for Effective Strategic Workforce Planning, USA

### **BSBLDR502 Lead and Manage Effective Workplace Relationships**

1. Robbins S. et al, 2013, Management: The Essentials, Pearson
2. Dwyer J., 2011, The Business Communication Handbook, Pearson
3. Goleman D. et al, 2015, HBR's 10 Must Reads on Emotional Intelligence, HBR
4. Ohno T., 2012, Taiichi Ohno's Workplace Management, McGraw Hill
5. McKee A. et al, 2012, Management: A Focus on Leaders, Pearson

### **BSBLDR503 Communicate with influence**

### **BSBLDR511 Develop and Use Emotional Intelligence**

1. Goleman D., 2005, Emotional Intelligence: Why It Can Matter More Than IQ, Bantam Books
2. Bradberry T., Greaves G., and Lencioni P. M., 2009, Emotional Intelligence 2.0, TalentSmart
3. Bariso J., 2018, EQ Applied: The Real-World Guide to Emotional Intelligence, Borough Hall
4. Goleman D. et al., 2015, HBR's 10 Must Reads on Emotional Intelligence, Harvard Business Review

5. Emotional Intelligence and Transformational and Transactional Leadership: A Meta-Analysis:  
<http://digitalcommons.unl.edu/cgi/viewcontent.cgi?article=1013&context=leadershipfacpub>

#### **BSBLED501 Develop a Workplace Learning Environment**

1. Biech E., 2008, ASTD Handbook for Workplace Learning Professionals, ASTD Press
2. Knowles M.S., Swanson R.A, and Holton E.F, 2011, The Adult Learner, Seventh Edition: The definitive Classic in Adult Education and Human resource Development, Taylor & Francis
3. Baron S., 2011, Workplace Learning, VS Verlag
4. Cullen J., and Farrelly M., Learning in Organisations, Oak Tree eWare, Taylorville
5. Senge P.M, 1994, The Fifth Discipline: The Art & Practice of the Learning Organization, Doubleday Business
6. <http://www.youtube.com/watch?v=JtzkN3bbrZQ> (Baby Doll Experiment)
7. [http://www.dailymotion.com/video/x3blt3\\_blooms-taxonomy](http://www.dailymotion.com/video/x3blt3_blooms-taxonomy) (video)

#### **BSBMGT502 Manage People Performance**

1. Aguinis H., 2018, Performance Management (4th Edition), Prentice Hall
2. Murphy K. R et al., 2018, Performance Appraisal and Management, SAGE Publications
3. Evans J., and Lindsay W. M., 2016, Managing for Quality and Performance Excellence, Cengage Learning
4. Harvard Business Review, 2017, HBR Guides to Performance Management Collection, HBR Press
5. Brandon-Jones A., Slack N., and Johnston R., 2016, Operations Management, Pearson Education
6. [http://www.businessballs.com/performance\\_management.htm](http://www.businessballs.com/performance_management.htm)
7. <https://kpidashboards.com/kpi/>

#### **BSBMGT516 Facilitate Continuous Improvement**

1. Dufael R., 2009, Continuous Improvement, AuthorHouse
2. Venge B., 2011, Continuous Improvement Manifesto - The Ultimate Guide to Improving Any Business Under Any Circumstance (Kindle Edition), Rockstone Media
3. Larson A., 2003, Demystifying Six Sigma: A Company-Wide Approach to Continuous Improvement, AMACOM
4. Liker J., Franz J. K., 2011, The Toyota Way to Continuous Improvement: Linking Strategy and Operational Excellence to Achieve Superior Performance, McGraw-Hill
5. Rodney M.A and Sandra M.A, "A Critique of Knowledge Management: Using A Social Constructionist Model" New Technology, Work and Employment, Vol. 15, No. 2, September 2000
6. (Various Authors), 1998, Harvard Business Review on Knowledge Management, HBS Publishing, Boston Dalkir K., 2005, Knowledge Management in Theory and Practice, Butterworth-Heinemann, Oxford

#### **BSBMGT517 Manage Operational Plan**

1. Heizer J., and Render B., 2013, Operations Management, Global Edition, Pearson
2. Duggan K. J., 2011, Design for Operational Excellence: A Breakthrough Strategy for Business Growth, McGraw- Hill
3. Ford B. R., Bornstein J. M., Pruitt P. T., Young E., 2007, The Ernst & Young Business Plan Guide (3rd Ed.,). Wiley

#### **BSBPMG522 Undertake Project Work**

1. Stephen H., 2018, Project Management: A Practical Guide to Planning and Managing Projects, Allen & Unwin
2. Meredith J. R., 2016, Project Management in Practice, Wiley

3. Project Management Institute, 2017, A guide to the Project Management Body of Knowledge (PM BOK guide), PMI
4. Larson H. et al, 2013, Project Management: Australian Adaptation, McGraw Hill
5. Wilson K., Wauson J., 2011, The AMA Handbook of Business Documents: Guidelines and Sample Documents that Make Business Writing Easy, McGraw Hill
6. Cleland D.I and Gareis R., 2006, Global Project Management Handbook. McGraw-Hill, New York Ireland I. R (2006), Project Management. McGraw-Hill, New York

#### **BSBWOR502 Lead and Manage Team Effectiveness**

1. Robbins S., 2009, Foundations of Management (3rd Ed.), Pearson Education, Frenchs Forest
2. Cole, K., 2001, Supervision: The Theory and Practice of Front-line Management, Prentice Hall, Sydney
3. Dickie L. D., 2006, Cornerstones of Management, Tilde Publishing, Australia
4. Janasz D., Dowd S., and Schneider K. B., 2006, Interpersonal Skills in Organizations (2nd Ed.), McGraw-Hill Irwin, New York
5. De Cieri H., 2008, Human Resource Management in Australia: Strategy, People, Performance, McGraw Hill, North Ryde
6. <http://en.wikipedia.org/wiki/Forming-storming-norming-performing>
7. [http://humanresources.about.com/od/involvementteams/a/team\\_culture.htm](http://humanresources.about.com/od/involvementteams/a/team_culture.htm)