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3.02 Top ten characteristics of a leader

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3.38 Leading with emotional intelligence

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4.04 What is your six word leadership legacy?

4.14 Leadership: The butterfly story

4.18 How leaders influence people to believe

4.22 The ingredients of leadership

4.37 Leadership, that mysterious talent

4.41 Brian Tracy: Seven essential qualities of all great leaders

4.45 The best motivational quotes

4.55 The butterfly story

4.59 The 22 keys to leadership

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5.14 The key qualities of good leadership

5.22 Leading collaborative groups – Harvard Business interview with John Abele

5.23 ‘Good to great’ animated whiteboard review

5.33 Leading with emotional intelligence

5.37 Define the purpose of your leadership

5.39 The Action Centred Leadership model

5.48 Leadership lessons from british cycling

5.49 The top 10 differences between leadership and management

5.50 Leadership skills presentation

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5.53 Jack Zenger interview: Nineteen behaviours to build leadership relationships

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6.22 Five qualities of future leaders

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6.26 Leading with a light footprint

6.33 Antony Bell ‘bottles’

6.42 Leadership and emotional intelligence

6.42 Three kinds of leadership focus – Daniel Goleman HBR

6.42 Fourteen ways to get the most from leadership coaching

6.52 What is leadership?

6.55 Be a better leader, lead a richer life

7.02 Leadership and stress management

7.05 The seven seismic shifts from management to leadership

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7.19 Leadership – an interpersonal approach

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7.34 48 laws of power slideshow

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8.09 Leadership and influence

8.33 Leaders and the art of forgiveness: Manfred Kets de Vries

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8.48 The Tannenbaum and Schmidt leadership continuum

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9.34 McKinsey on leadership

9.51 ‘I’ve seen just two really impressive leaders in 38 years’ Andrew Gibbons in conversation with Jon Bowles.

9.55 How to get up to speed in your new leadership role

10.00 Rosa Beth Moss Kanter: Zoom in, zoom out

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10.20 Three things to make a difference as a leader – Perry Holley

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10.37 Thoughts around ‘On becoming a leader’

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12.47 How situational leadership works

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13.31 Intuitive leadership – Brian Bacon, Oxford Leadership Academy

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5.51 Part one

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21.08 What is power? RSA Panel discussion

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8.21 Part one 8.19

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28.25 John Maxwell: five levels of leadership part two‘

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2.37 John Adair – lessons in leadership

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4.20 What leaders really do

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5.08 Alistair Campbell on Abraham Lincoln

5.14 Lawrence Dallaglio on leadership

5.20 John Kotter: ‘The perils of confusing management and leadership’

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5.37 The sacrifices of the leader

5.45 Warren Bennis, father of leadership

6.01 Why leaders struggle

6.12 Brene Brown – ‘Dare to lead’

6.23 Linda Hill: What makes a good leader?

6.23 Matheson Martin Murphy: what makes a great leader?

6.37 Leadership is a process not a product – Captain Adam Sher

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6.57 Harvard interview - Sydney Finkelstein on ‘Superboss’

6.59 What makes a leader?

7.02 Warren Bennis reflects on leadership

7.07 What does great leadership coaching look like?

7.07 Sir Alex Ferguson interview with London Business School

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7.19 The dark side of leadership

7.23 The biggest mistake a leader can make

7.25 Robert Kaplan: How to be a better leader

7.27 The top ten reflections for you on your leadership journey – Stuart Lancaster

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7.38 Simon Calver – leadership and talent management

7.54 Leadership styles

7.57 Five different types of leadership styles

7.58 Melba Duncan interview: The secret weapon of great leaders

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7.59 Richard Branson at the London Business Forum

8.27 Leadership lessons from the outbreak of the first world war

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9.10 How leaders shape the future

9.13 Jurgen Klopp and Steven Gerrard in conversation

9.15 Warren Bennis on Warren Bennis

9.25 Bob McDonald: Values-based leadership

9.27 Interview with Andy McKenna, CEO of McDonalds

9.31 Mark Nicolson: how leaders learn

9.32 Why do many incompetent men become leaders?

9.37 What is leadership? Entertaining thoughts of a nuclear submarine captain

9.38 McKinsey on leadership – high quality powerful short thoughts from many who know...

9.51 Sir Gerry Robinson: ‘What you can learn about leadership, and what you can’t

9.58 Wise leadership

10.00 General Stanley McChrystal: The good, bad and ugly of leadership

10.00 Rosabeth Moss Kantor – how effective leaders adjust their focus

10.59 Interview with Bob McDonald of P and G

10.15 Machiavelli: The Prince – an animated book review

11.06 The wise leader - interview with Prasad and Lehman

11.10 Leaders with values

11.52 ‘I have a dream’ speech, Martin Luther King

11.58 Simon Sinek: ‘Why good leaders make you feel safe’

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12.51 The rarest commodity in leadership – absence of ego

13.11 Brian Tracy: How to become a leader

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13.56 Leadership thoughts of Gordon Brown

15.18 Manfred Kets de Vries leadership begins at home

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16.34 Boone Pickens’ leadership plan

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22.53 Leadership beyond the bottom line

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28.23 Montgomery interview on and around leadership

38.57 How leaders go wrong

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47.03 Charles Handy on qualities and vision in leadership

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3.17 Overview of Situational Leadership

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4.06 What is your leadership style?

4.14 Situational leadership

4.19 Leadership and employee engagement

5.28 Marshall Goldsmith and Sam Shriver discuss situational management

5.36 When to hire an ‘extreme’ leader

5.48 Organisational leadership: Elizabeth Sideris

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6.01 Imagine leadership

6.14 Situational leadership development levels

7.08 Leadership styles for new leader success

7.30 Management vs leadership

7.32 How to motivate your team

7.47 Peter O’Neill of IBM: Leading a business transformation

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8.33 Being extreme in leadership

8.41 Where will we find tomorrow's leaders?

9.10 Can introverts lead?

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10.17 What’s holding you back?

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22.53 Leadership beyond the bottom line – Bob Moritz of PWC interviewed

26.31 Warren Bennis interviewed on leadership transparency

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8.22 Part two

9.10 Part three

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3.10 Ken Blanchard makes the case for servant leadership

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5.58 Bob McDonald – servant leader Chief Executive of P and G

8.53 Robert Greenleaf on servant leadership

9.14 Transformational and servant leadership

9.47 Highlights of Larry Spears servant leadership interview

11.27 Introduction to servant leadership

12.51 The Robert Greenleaf Centre: What is servant leadership?

13.41 How to become a great servant leader

13.44 The subversive power of servant leadership – TED talk Ian Fuhr

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27.06 What is servant leadership really?

28.18 Transformational servant leadership

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1.22 The Peter Principle

2.36 Why one-to-one meetings are effective

2.48 Susan Cain on introversion

2.59 Performance management cycle

3.13 Performance appraisal at worst

3.29 Measurement madness: Recognising and avoiding the pitfalls of performance management

3.41 Doing a hundred things one per cent better

3.42 Terry Tate short

3.44 A four part performance management matrix

3.45 The performance review

3.48 The enduring impact of a performance review

3.52 How to be productive

3.59 Sir Dave Brailsford – the 1% factor

4.02 Why is performance management so important?

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4.42 Marginal gains

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6.12 The performance pyramid

6.25 Ten shocking statistics on performance management

6.36 Explaining the effects of performance measurement on performance

6.47 Dr Lawrence Peter explains the Peter Principle

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7.08 Reinventing performance management

7.22 One-on-one meeting template

7.33 How to create a performance management system

8.00 The basics of one-on-one meetings

8.17 The first one-on-one meeting

8.25 Performance management – a simple four step process

8.38 The case for discriminating against incompetent men

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3.20 Experience is not a number

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3.53 What is a Talent Management strategy?

4.03 Matthew Syed – the growth mindset

4.10 Using talent management to create value

4.12 Talent management solutions overview

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4.20 What is talent management?

4.31 Why stupid people think they’re smart

4.34 Reducing the Dunning Kruger effect

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4.56 The strange case of the runaway talent

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* 1. 21st century talent spotting

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8.00 Adam Grant’s key phrase to unlock potential

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4.06 Four levels of motivation in the workplace

4.17 Employee engagement: who is sinking your boat

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5.12 Daniel Pink on motivation: Autonomy, mastery and purpose

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5.37 Get your employees engaged - Doug Conant

5.39 Motivating people – a psychologist’s perspective

5.54 HR Talk: employee engagement

6.03 Perspectives on employee engagement

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7.31 Five tips for employee engagement

7.37 Douglas McGregor’s x and y theory

7.44 What is employee engagement?

8.04 McGregor’s theory x and theory y

8.08 A four part motivation model: Skiver, Free loader, Mercenary and Eager Beaver

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8.26 Fred Herzberg: Jumping for the jellybeans part 1

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9.46 Maslow in ten minutes

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10.00 Motivation

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15.02 Brian Johnson explains the motivation ideas of Daniel Pink – from the book ‘Drive’

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50.55 The six drivers of employee engagement

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7.23 Turn your idea into reality

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10.15 Innovating on a shoestring

10.17 Creating a culture of innovation

10.17 Steven Johnson, TED Talk Oxford

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10.53 To innovate you need to manage the past, present and future

10.56 Disruptive innovation for your business model

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15.28 The surprising habits of original thinkers

15.37 The future of knowledge management

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3.10 Quality management in three minutes

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5.57 Working backwards to solve problems – Maurice Ashley TED Talk

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6.45 A detailed explanation of cost benefit analysis

6.49 Using Lewin’s force field analysis tool for making decisions

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7.27 The rational decision making model

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8.17 Problem solving: Three classic problems

8.23 Stakeholder analysis mapping

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8.42 Steve Jobs on Quality and meeting Joseph Juran – longer version is 19.18

8.52 Deming’s quality fundamentals - part two

8.58 Francesca Gino: The power of context in potentially derailing decisions

9.01 Got a wicked problem? First make toast

9.06 A root cause analysis case study: The Titanic

9.35 Deming’s quality fundamentals - part one

9.35 How to use the decision tree tool

9.45 Deming’s quality fundamentals - part three

9.49 Cause and effect analysis

9.49 Problem solving using the ‘why tree’

10.21 What is six sigma?

10.31 ‘Modern chairs’ - a total quality management training video

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12.59 How to solve workplace problems in six steps

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5.40 Managing an inter-generational workforce

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11.05 Mixing across generations Evan Briggs TED Talk

12.54 The superpower of intergenerational living – Derenda Schubert

15.17 Navigating the multi-generational workplace – Leah Georges

16.58 The XYZ strategies for succeeding in a multi-generational world – Fancy Mills TED Talk

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3.17 Peter Drucker’s five penetrative organisational questions

3.20 Bringing organisational values to life everyday

3.22 Edgar Schein on corporate culture

3.49 Scary bridge construction health and safety clip

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4.10 Chris Argyris on culture and Management

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4.23 Can we stop businesses from behaving badly?

4.23 Ed Schein: 50 years of organisational psychology challenges

4.29 Peter Drucker on creating happiness in organisations

4.39 Committable core values at Zappos - presentation by Tony Hsieh

4.50 Eight types of organisational culture

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5.38 How do you define a learning organisation?

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5.59 How to create a unique workplace culture

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6.44 The single biggest reason start ups succeed

6.51 Jane Elliot brown eye/blue eye equality experiment part 3

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8.09 Where does corporate culpability come from, the decision maker or the decision maker?

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8.28 Successful organisation cultures

8.37 Ed Schein explains culture fundamentals - excerpt

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8.58 What women bring to the Boardroom

9.02 How to create value within an organisation

9.05 Peter Senge: Collective leadership

9.06 Re-imagining work

9.08 This is John Lewis

9.14 Pike Place fish market – the importance of defining what success looks like

9.22 Alan Sugar’s words of wisdom on running a business

9.25 Francesca Gino: Ethical behaviour

9.36 Managing ‘B players’

9.41 Jane Elliot prison staff equality experiment

9.50 Elizabeth Day: Waterstones interview – ‘How to fail’

9.51 Jane Elliot, brown eye/blue eye equality experiment part 2

9.52 Managing generation ‘Y’

9.53 Problems with the modern workplace

9.55 Why Zappos pays people to quit – and why you should too!

10.00 An introduction to ethics

10.05 The importance of learning in organisations

10.13 Keys to working with Alpha personalities

10.27 Jane Elliot, brown eye/blue eye school experiment part 1

10.27 Build a strategy for sustainability

10.36 Creating positive workplaces in uncertain times

10.42 The importance of urgency

10.42 Two reasons companies fail – and how to avoid them

10.44 Are you creating value for your firm?

10.46 The ethics of business: where and why it can go wrong

10.51 Can your business plan survive this stress test?

10.54 Organisational Culture: Ed Schein

10.56 The ethics of business: where and why it can go wrong.

10.58 Creating organisational cultures based on values and performance – Ann Rhoades.

10.57 Charles Galunic: Helping employees get organisational strategy

11.05 Netflix culture is on the edge of chaos

11.25 Patty McCord – new ways of working and collaborating

11.26 Amy Edmondson: Building a psychologically safe workplace.

11.34 Ted Talk: No-one is talking to the mentees.

11.40 Cutting costs strategically

11.44 Patrick Lencioni on organisational culture

12.14 Peter Drucker’s thoughts on social responsibility

12.24 Learning and forgetting curves

12.36 The secret to a healthy happy workplace

12.38 Three ways to create a work culture that brings out the best in employees – Chris White

12.50 Target setting and business performance

12.54 The journey of a sustainable business

12.58 The perils of short term thinking

13.07 Michael Porter on how to keep a long term strategy during an economic downturn

13.12 Five competitive forces that shape strategy

13.35 Introduction to strategic management

13.56 How Netflix re-invented management

14.01 Jane Elliot – Brown eye blue eye experiment

14.16 Ed Schein: Latest observations on the concept of culture

14.33 Bullying and corporate psychopaths – TED Talk

14.34 Creating corporate cultures – Ed Schein

14.41 Tony Hsieh – how Zappos delivers happiness

14.56 How to build (and rebuild) trust

15.07 Ricardo Semler: Ten rules for success

15.20 How to challenge yourself out of your comfort zone

15.45 Edgar Schein’s cultural model

16.44 Gary Hamel: How do we build organisations fit for the future?

17.00 Is there a role for social media in business?

17.15 The Netflix Culture Deck

20.24 Reinhold Geiger on corporate strategy

20.54 Ed Schein on ‘humble enquiry’

21.46 Ricardo Semler: Wisdom for a company, a school, a life

22.20 Patty McCord ‘We’ve got to stop doing the things we used to do in the 1960s’

25.44 ‘The eye of the storm’ complete Jane Elliot PBS programme

30.04 Insightful and entertaining Richard Branson interview

32.06 Tony Hsieh conference session on culture at Zappos

30.45 Ed Schein explains cultural fundamentals

45.24 Milgram’s original, uncut electric shock obedience experiment in three parts:

15.02 Part one

15.04 Part two

14.18 Part three

53.00 ‘The eye of the storm’ – full Jane Elliot documentary.

**119 Creating change videos**

1.17 Double and single loop organisational learning

1.29 Tom Peters: Too much talk, too little do

1.29 How to use the 60 diagnostic organisational in/effectiveness cards

1.34 The eight principles of ‘In Search of Excellence’

1.57 The five forces that make companies successful

1.59 Tom Peters: Don’t fear failure

2.04 What is a business model?

2.08 Porter’s five forces explained

2.15 Finding your company’s core competences

2.17 What is design thinking?

2.25 The explainer: Blue ocean strategy

2.27 Reed Hasting’s top five lessons learned whilst CEO at Netflix

2.31 How to complete a stakeholder analysis

2.36 Silent slide show: Change models

2.40 The balanced scorecard explained in under three minutes

2.42 Five things agile organisations have in common

2.44 The trouble with change is...

2.48 The ‘Fifth Discipline’ in three minutes

2.48 Change models worth knowing

2.48 The fifth discipline in three minutes

2.57 Tom Peters – angry people create change

3.00 The ADKAR change management model

3.05 John Kotter: The impacts of change

3.05 Tom Peters: Excellence is the next five minutes

3.13 Peter Senge: Three powerful minutes on organisational learning

3.16 Slideshow of Peter Drucker quotes

3.26 I am your new HR Business Partner

3.36 The diffusion of innovation – adoption curves

3.42 The fifth discipline summary

3.57 ‘S-curves’ in innovation

4.02 The Learning Organisation

4.05 Single and double loop organisational learning

4.06 Seven strategies for overcoming resistance to change

4.08 How to be more productive: The 80.20 principle

4.16 In search of excellence

4.19 Pat McLagan: Change is everybody’s business

4.30 Forget flexi moms and let everyone work from home

4.30 Why do so many strategies fail when it’s time to execute?

4.42 The balanced scorecard explained

4.49 How to lead change management

4.55 An introduction to stakeholder maps

5.06 Pareto Analysis diagram

5.06 Agile ways of working at ING Belgium

5.08 What are the main reasons that strategies fail?

5.08 Kotter’s eight steps

5.11 Systems thinking – whiteboard animation

5.16 Navigating webs of interdependence

5.17 Tom Peters: Still in search of excellence

5.19 John Kotter: The heart of change

5.22 How to perform a SWOT analysis

5.36 Cutting jobs: Is there a better approach?

5.38 Peter Senge: How do you define a learning organisation?

5.42 Peter Senge: What are the first four of the five disciples?

5.43 Peter Senge: What are the three core learning capabilities?

5.46 The Pareto Principle: Work less, achieve more

5.49 Tom Peters: three ways to pursue excellence – four words that really matter

5.51 Tom Peters: A bias for action

5.54 HR talk: Redundancy selection

5.59 New ways to understand change

6.00 Successful change management – ten steps

6.01 Change management: Tony O’Connell, Institute of Directors

6.04 Redundancy: Getting it right

6.13 Overcoming resistance to change

6.22 In search of excellence case study: Walt Disney World

6.29 Downsizing: Key considerations

6.41 Outplacement

6.47 Peters and Waterman discuss ‘In search of excellence’

7.03 Making failure more productive

7.05 Matthew Taylor RSA animated short: A framework for change

7.11 Harvard Business School: The future of work

7.28 Systems thinking: Whiteboard animation

7.35 Mapping the field of Organisation Development

7.52 Leadership training and change management

7.57 How traditional business metrics are outdated

7.57 The transtheoretical theory of change

8.07 Lewin’s three stage change model

8.19 Mike Pich - managing uncertainty

8.23 Anil Hansjee – lessons learned from Google

8.27 It’s not how we do it here!

8.35 Drucker still matters

8.35 The McKinsey Seven S framework

8.44 Peter Senge on complexity in organisations

8.46 What is strategy?

8.46 Why Drucker now?

8.50 How to measure Return on Investment

9.19 A brief introduction to change

9.21 Peter Senge: The Learning Organisation

9.31 A plan is not a strategy

9.34 Kotter’s 8 step change model

9.44 Introduction to the balanced scorecard – chalkboard narration

9.55 Four types of person during redundancies

9.56 Our iceberg is melting

9.57 Summary of ‘Good to Great’ by Jim Collins

10.40 Use failure to grow your business

10.44 In search of excellence case study: Apple for talent management

10.46 Understanding your strategic purpose

10.54 The balanced scorecard

11.00 How to make your organisation more agile

11.08 How organisations can make better decisions faster

11.08 What is Organisation Development?

11.33 Building simpler, more efficient HR processes

12.24 Tom Peters: 163 ways to pursue excellence

12.38 Harvard Business interview with Amy Edmondson: ‘Learn from failure’

13.07 Porter’s five competitive forces panel interview

13.07 Porter’s five competitive forces – animated diagrams

13.11 Porter’s five competitive forces – Harvard Business School interview

13.49 In search of excellence: The Disney case study

13.51 Samir Brikho, Chief Executive AMEC – ‘How to succeed in business

14.26 Andrew McAfee TED Talk what will future jobs look like

14.48 How to complete a SWOT analysis

15.36 The unexpected benefit of celebrating failure

16.40 Rethinking capitalism – Michael Porter

17.02 Lynda Gratton: Corporations as a force for good

17.36 The six keys to leading positive change – Rosabeth Moss Kantor

19.42 Amy Edmondson: ‘Failure’s mixed bag’

20.57 Bring on the learning revolution – Sir Ken Robinson

26.25 It starts with one: changing individuals changes organisations

39.47 Strategic management theories and practices

46.50 Narration of direct quotes from ‘The Fifth Discipline’ by Peter Senge:

Part one 19.15

Part two: 27.35

**220 Customer service, sales and marketing videos**

**50 Net promoter score and customer loyalty videos**

1.36 Asking the best questions – with Fred Reichheld

1.46 An investor’s view of customer value

2.18 A basic Net Promoter Score example

2.22 What is Net Promoter Score?

2.22 How to calculate Net Promoter Score

2.23 Step 2: Know what drives your Net Promoter Score

2.26 Bain and company case study of the application of Net Promoter Score

2.29 The real customer protection plan

2.34 Rob Markey: Simplify customer metrics

2.44 Net promoter system: The outer loop

2.45 Understanding Net Promoter Score

2.50 Turn customers into promoters

2.50 Fred Riechheld: Using the golden rule to show respect to customers and avoid bad, short term profits

2.53 What is Net Promoter Score and customer loyalty?

2.55 What is Net Promoter Score?

3.00 Rob Markey: Creating a reliable metric

3.01 Step 3: From the top – Net Promoter Score leadership

3.01 TELUS case study

3.07 The net promoter system on a napkin

3.09 Dynamic illustration of Net Promoter Score

3.17 Winning on purpose – Fred Reichheld and Manny Maceda conversation

3.20 The outer loop of the Net Promoter System

3.30 Interview with Fred Reichheld – how is ‘winning on purpose different from other books you have written?

3.45 What is the net promoter score?

3.48 Fred Reichheld explains the context of ‘winning on purpose’

4.00 Step 4: How to systematise your Net Promoter Score Programme

4.04 What is Net Promoter Score?

4.31 The honest dialogue at Charles Schwab

5.09 Fred Reichheld on earned growth and the power of customer advocacy

5.31 Net promoter score – Vanguard case study

5.36 Charles Schwab Net Promoter Score case study

5.39 Net promoter score – TD case study

5.49 Net promoter score – First Service Residential case study

6.06 Net promoter score – Zappos case study

6.20 Net promoter score – Rackspace case study

6.33 What is customer loyalty – Starbucks examples

6.36 Let’s talk about net promoter score

6.51 Chris Byrne talks about Net Promoter Score

8.06 What is net promoter score?

8.13 Customer retention strategy: Five ways to increase customer loyalty

8.27 Fred Reichheld explains how best to use the Net Promoter Score system

8.45 An explanation and overview of Net Promoter Score

9.33 Lynn Daniel interview with Fred Reichheld on earned growth rate

9.38 Fred Reichheld on net promoter score

9.54 Net promoter score case study

10.05 How to improve your net promoter score without focusing on the score

12.43 Net promoter score goes beyond customer satisfaction

15.49 Rob Markey on net promoter score

16.52 How to increase customer retention

34.54 Detailed explanation of ‘Winning on purpose’ from Fred Reichheld

**49 Customer service videos**

2.04 An amusing tale of CRM

2.07 Improve teamwork, customer service and retention

2.09 Understanding customer needs

2.12 What if your local pub was run like a bank?

2.48 What people really want from customer service

2.51 Smile and move

3.02 So you want to be customer-centric?

3.07 How to create loyal customers

3.15 Putting a price on customer loyalty

3.35 P and O radical customer food serving project

3.59 Customer service training video

4.53 Testing rapport and why customers say no

5.13 Four steps to creating a culture of customer service excellence

5.25 When to disappoint your customers

5.26 What exactly is customer experience?

5.32 Tracey Bovingdon – three top tips for customer service

6.12 Dealing with difficult customers

6.14 Pike Place fish market customer service philosophy

6.16 Richard Branson’s customer service secrets

6.27 What to do when customer service goes wrong

7.18 Six ways to get an angry customer to back down

7.31 Five tips for employee engagement in the customer service context

8.20 Ted talk: I was seduced by exceptional customer service

8.21 How to deal with customer complaints

8.27 Fred Reichheld on customer loyalty

8.36 From Terrorist to Apostle – dealing with customer complaints

8.44 The new science of customer emotions

8.49 Ted talk: Jan Gunnarsson – hostmanship is the art of making people feel welcome

8.59 A great story around customer service recovery

9.14 Pike Place fish market – the crucial importance of defining what success looks like

9.42 Why customer service matters more than your product

9.52 Rick Coles interviews Jan Carlzon

9.55 The five core principles of customer service

10.37 Creating a customer-centric business

10.59 Why CRM fails and how to fix it

12.05 Peter Fader on customer centricity and why it matters

12.12 The customer revolution in customer service

12.20 The customer

12.28 The 7 essentials of customer service

12.23 The RESPECT model – seminar led by Paul Marciano

13.10 Why Black Friday is bad for business

13.13 The customer experience: are we measuring the right things?

14.10 Understanding your customer’s minds

14.46 Seattle Pike Place fish market customer service lessons

15.55 The customer isn’t always right – Peter Fader

18.47 Customer loyalty programmes: Why bother?

19.23 Four stages of customer interaction

29.16 Peter Fader Podcast: When customers don’t matter.

**45 Sales videos**

1.58 Don’t just sell stuff – satisfy needs

2.29 Tips to improve your selling skills

2.32 Eight types of Salespeople

3.13 Dan Pink on persuasion

3.14 What is a value proposition? Part one

3.55 The price objection

4.06 The AIDA sales model

4.21 Closing techniques and the close

4.36 How to close the sale

4.50 Closing techniques and handling objections

4.50 Brian Tracey: How to sell value not price

4.53 Testing rapport and why customers say ‘no’

5.01 Sales excuses

5.03 How to close a sale – five reasons clients don’t buy

5.06 Selling is hard work

5.19 Spin selling model with Neil Rackham

5.24 What is a value proposition?

5.27 The dos and don’ts of sales success

5.51 How to use subliminal closing techniques

6.26 How to use the ‘yes’ set

6.30 Brian Tracy: Closing the sale – 9 common objections

6.35 The fundamentals of effective selling

7.22 Dealing with objections

7.24 Demonstration of the AIDA sales model

7.35 Brian Tracy: how to improve sales part two

7.39 Neil Rackham: The buying cycle today

7.56 Creating a killer value proposition part one

7.59 Brian Tracy How to improve sales part one

8.03 Neil Rackham interview

8.15 Creating a killer value proposition part two

8.21 Introduction to Miller Heiman methodology

8.23 First meeting with client

8.53 How to get people to like you

9.06 The challenger sale

9.12 Brian Tracy - the fundamentals of advanced sales

10.33 Avoid top sales mistakes

10.42 The challenger sales person: strategic selling framework

11.38 Techniques for closing the sale

11.39 Why objections are good for business

13.35 Brian Tracy: negotiating the sale part one

13.40 Negotiating the sale part two

15.05 The Fish philosophy

30.08 Matt Dixon high quality webinar – the ‘challenger sale’

**76 Marketing videos**

0.54 The two choices two make in strategy

0.57 Overview of USPs

1.11 Marketing minute: What is a USP?

2.07 Creating new products for emerging markets

3.00 What is branding?

4.03 What is a brand?

4.07 Tom Peters – the two most underserved markets

4.08 Phillip Kotler: How to market in a price sensitive marketplace

4.08 The Sigmoid curve

4.16 Five ways to create customer loyalty

4.25 How to design a brand

4.27 Eight innovative marketing ideas

4.28 Experts speak out on customer loyalty

4.38 The value proposition canvas

4.40 What is ‘jobs to be done’?

4.47 How do focus groups work?

4.47 Thirty clever marketing ideas

4.51 The Ansoff matrix

4.54 Understanding the jobs to be done model

5.05 Great brands don’t chase trends

5.07 The key account best practice club at Cranfield

5.27 Launching a brand

5.42 A short introduction to marketing

5.54 How to grow sales profitably

6.08 Fashioning a new business model for a new age

6.13 Customer co-creation: Focus groups are so last century

6.15 Philip Kotler on marketing strategy

6.20 Discover the forces behind customer loyalty

6.23 The 7 ‘p’s of the marketing mix

6.36 Why brands need a clear promise

6.49 Designing a winning marketing strategy

7.01 Consumer behaviour

7.12 Stan Maklan: CRM why it fails, making it work

7.13 How to increase customer retention and loyalty

7.21 Brian Tracey: Strategies of customer retention, loyalty and repeat sales

7.26 The Boston matrix

7.37 Andrew Cosslett: how to build a global leading brand

7.39 Neil Rackham: The buying cycle today

8.14 The four components of a marketing strategy

8.52 Know your customer’s jobs to be done

8.54 The product life cycle

9.05 The fundamentals of marketing

9.13 Analysing the marketing environment

9.29 The perfect marketing system

9.38 Frederick Reichheld – loyalty leaders

9.44 The new consumers: who are they and what do they want?

9.47 Overview of marketing

9.50 Frederick Reichheld: loyalty rules!

9.51 Narration of Four types of customer for loyalty analysis

10.00 Six customer types narration and exploration

10.06 A short introduction to marketing

11.04 Lessons from new product launches

11.11 Tom Peters on marketing to women

11.25 Marketers struggle to measure ROI

11.37 Customer psychology in a recession

12.16 Clay Christensen – the job of a McDonalds milkshake

12.37 How do you do market segmentation?

12.41 Marketing research and information systems

13.05 Segmentation, targeting and positioning

13.14 How to build a brand like Corona

13.25 Developing marketing strategies and a marketing plan

13.30 Developing new products

14.10 Understanding your customer’s minds

14.18 Branding and packaging decisions

14.37 Services: marketing the intangible product

14.41 The product life cycle

15.03 Supply chain management

15.09 How the Boston Matrix works

15.10 Pete Fader – finding and rewarding your best customers

15.27 Pricing concepts for establishing value

15.47 What is market segmentation?

16.01 How to calculate net present value

18.12 Steve Jobs – Apple marketing thoughts 1991

18.47 Customer loyalty programmes – why bother?

18.58 How to get your ideas to spread

22.53 Extensive interview with Dave Power on his automotive surveys

24.49 The four principles of marketing – Brian Tracy

**73 Team working videos**

1.07 What not to do when taking over a team

1.13 Sixty seconds with Paul Hughes – three characteristics of high performing teams

1.20 Six conditions for team success

2.20 Tuckman’s four stage team development model in plain english

2.24 How to collaborate effectively if your team is remote

3.04 Three core steps to building a high performing team

3.19 Get comfortable with team conflict

3.25 Building teams that learn

3.31 The BiT (Behaviour in Teams) model introduction – Neil Rackham

3.49 The meaning of TEAM: together everyone achieves more

3.57 The seven aspects of high performing teams

4.04 Belbin’s Team Roles

4.04 Team coaching

4.11 Peter Hawkins: Five disciplines of high performance teams

4.22 Powerful team working

4.26 Everest: a case study by Chris Bonington

4.27 Measuring the seven elements of high performing teams

4.39 We’re all in this together

4.42 The five dysfunctions of a team

4.45 Keep your team connected when you’re apart

4.46 Qualities of high performance teams

4.51 Team work can make the dream work

5.03 Team building without time wasting

5.03 Interview with Ruth Wageman

5.05 Tuckman’s stages of team development

5.16 Sean Fitzpatrick on what it takes to be a great team

5.16 How to spot the seven chronic problems of dysfunctional teams

5.29 Systemic team coaching: The five disciplines approach

5.36 The molecule behind effective teamwork

5.48 Sean Fitzpatrick ‘On winning’

5.58 The Bruce Tuckman model – whiteboard demonstration

6.01 Teamwork: Patrick Lencioni presentation

6.09 Sandy Pentland: measure your team's success

6.11 Teamworking: Four essentials

6.14 Stay away from these five types of negative people

6.29 How to deal with negative people

6.30 Teamwork and collaboration

6.39 Transforming teams with ‘Time to think.

6.42 Ruth Wageman on leading teams

6.46 The five dysfunctions of a team - Patrick Lencioni

7.08 Agile team characteristics

7.21 The secret of team success

7.22 Shawn Stratton: the power of a team

7.26 Creating a star team

7.27 Build a tower, build a team

7.29 What is team psychological safety?

7.41 High performance teams

7.58 Patrick Lencioni: The five dysfunctions of teams

8.02 How to build your team

8.04 Establishing a productive team atmosphere

8.07 High performing management teams

8.10 Self managing teams

8.26 Sean Fitzpatrick: The art of winning

8.37 What makes one team smarter than another?

8.40 The four traits of healthy teams Patrick Lencioni

8.44 The five stages of team development

9.17 Why the best people don’t mean the best teams

9.21 Effective team building for new leaders

9.44 Inter disciplinary team working

10.05 Team coaching explained

11.17 High performing teams: overview and employee engagement

12.18 Nine incisive team review questions

12.29 The Behaviour in Teams project: Neil Rackham

12.36 The secret to building a healthy, happy workplace

12.57 How to turn a group of strangers into a team

13,04 What it takes to be a real team part one

13.07 How to turn a group of strangers into a team

14.32 Teamworking the Everest way

14.42 Patrick Lencioni: Are you an ideal team player?

15.19 The reality of winning: High performance in teams – Rory Hendrikz

15.40 Building high performance teams

16.24 What it takes to be a real team part two

19.47 Building relationships one brick at a time

19.51 Dealing with negativity

49.51 Have we got team working all wrong? In conversation with Jon Bowles

**120 Coaching videos**

1.30 Silent video of eight slides of coaching definitions

1.49 Silent video of 8 slides: ‘Nineteen things only the very best coaches can do’.

1.59 Three hallmarks of powerful coaching relationships

2.12 What is coaching?

2.17 Nancy Kline on the future of coaching

2.39 Improving thinking through coaching

2.53 How to choose a coach

2.57 Coaching my team

3.01 Team coaching at Hult Ashridge

3.23 Three coaching skills

3.26 The leadership coaching journey

3.29 Powerful coaching conversations

3.32 Fear of a coach witholding

3.36 Transforming learning, transforming lives

3.40 Marshall Goldsmith: Six daily questions

3.47 How coaching works

3.50 Powerful coaching conversations

3.50 GROW coaching model questions

3.58 The differences between coaching and mentoring

4.04 Team coaching

4.07 Coaching and the GROW model

4.08 Tips for coaching

4.11 Peter Hawkins – Coaching the five disciplines of team leadership

4.17 Defining the Marshall Goldsmith stakeholder coaching process

4.19 The coaching habit: Marshall Goldsmith and Michael Bungay Stanier

4.29 Jack Zenger – ‘Five top coaching take aways’.

4.29 What is coaching?

4.35 Contracting: Coaching in the thinking environment

4.36 The ten components of ‘Time to think’ in the business environment

4.39 Coaching the uncoachable

4.40 The GROW model

4.44 Michael Bungay Stanier: The coaching habit

4.48 Coaching vs Training vs Mentoring

4.52 Jack Zenger: Employee coaching

4.53 Chris Coffey: Becoming a great stakeholder coaching model coach

4.56 An overview of the GROW model

5.02 Getting the most from your employees

5.03 Team coaching for behavioural change

5.21 The conspiracy against the coach being silent

5.29 Systemic team coaching: The five disciplines approach

5.32 Team coaching – an overview

5.34 Sir John Whitmore demonstrates the difference between instruction and coaching

5.45 Sir John Whitmore – coaching bravely to find your own path

5.48 Challenges and learning: Peter Hawkins and Bernd Schmid

5.53 Coaching for performance: Sir John Whitmore demonstrates questioning skills

5.54 Tim Gallwey – the inner game of tennis

5.56 An interview explaining the stakeholder coaching model

6.03 Richard Boyatzis: Coaching leaders

6.05 Coaching tips for individuals and corporations

6.06 Team coaching: Where to start and how to engage

6.07 Confrontation in leadership coaching

6.09 David Clutterbuck interview: Powerful coaching questions

6.10 The six coaching questions

6.15 Marshall Goldsmith: The coaching habit failure

6.19 Richard Boyatzis: Coaching with compassion

6.29 Coaching culture and organisational development – Peter Hawkins

6.31 Active coaching overview

6.31 Coaching great leaders: Insights from Marshall Goldsmith

6.38 The top ten coaching mistakes

6.42 Fourteen ways to get the most from leadership coaching

6.48 Marshall Goldsmith: Two words that will kill any conversation

6.50 Coaching – the interpersonal skills

6.55 Peter Hawkins: Systemic team coaching

7.00 What does great coaching look like?

7.04 Marshall Goldsmith: Success leaders through the four success delusion beliefs

7.08 Coaching employees

7.16 Coaching part 2: Interpersonal skills for Entreprenuers

7.18 A coaching disclosure continuum

7.19 GROW model coaching questions

7.20 Coaching - giving feedback skilfully and addressing issues directly

7.34 Evaluating coaching sessions

7.34 The case for coaching

7.34 An introduction to coaching supervision

7.40 The seven-eyed model of coaching supervision

7.43 How to get better at almost anything

8.00 How to help others achieve their potential

8.15 Coaching: how not to do it

8.24 Interview with Marshall Goldsmith

8.48 Robert Dilts and Robbie Steinhouse: ‘From coach to awakener’

8.51 The Inner game (of tennis) Tim Gallwey

9.13 The power of questions for coaching

9.14 An introduction to the seven eyed model of coaching supervision

9.14 A coaching training case study

9.21 When if at all, should a coach interrupt? – the challenges of coaching in a thinking environment

9.55 David Clutterbuck interviewed on the evaluation of coaching and mentoring

9.59 Jane Adshead-Grant interviews Nancy Kline

10.01 The steps to behavioural coaching

10.05 Team coaching explained

10.07 Introduction to ethics

10.15 Danny Tuckwood: What is systemic team coaching?

10.17 Supervision: It’s about checking-in, not checking-up

10.32 Rapid Teaming: David Clutterbuck explains

11.08 Can you coach in a thinking environment?

11.28 How to coach in a thinking environment

11.34 Coaching in a thinking environment – Linda Aspey

12.02 The secret to designing irresistible group coaching

12.09 Michael Bungay Stanier: The coaching habit

12.11 Tim Gallwey – Association of Coaching interview

12.32 There is a spark of greatness in everyone – David Hemery TED Talk

13.55 Leadership and Executive coaching interview

14.31 Demonstration of the GROW coaching model

15.13 Briefing on stakeholder-centred coaching

16.17 Jane Adshead-Grant extended interview with Nancy Kline.

16.46 How we can all get better at what we do – Atul Gawande Surgeon

16.47 Demonstration of stakeholder-centred coaching

17.55 Coaching in three dimensions:

3.28 Model overview

3.31 Traditional coaching

3.07 Dialogic coaching

3.25 Systemic coaching

4.24 Coach development

22.25 Sir John Whitmore TED talk Cheltenham

22.35 Coaching in a thinking environment:

11.27 How to coach in a thinking environment

11.08 Can you coach in a thinking environment?

27.50 Marshall Goldsmith on coaching leaders

29.39 The five ‘T’s of coaching:

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| --- | --- |
| Part one | 1.57 It’s not only about winning |
| Part two | 3.15 Talent |
| Part three | 4.23 Training |
| Part four | 4.34 Teamwork |
| Part five | 4.35 Tenacity |
| Part six | 5.25 Transformation |
| Part seven | 5.30 Do coaches even matter? |

32.37 Developing master coaches – building internal experts to guide the way

34.38 David Clutterbuck: Amongst other findings, 70% of coaches can’t coach.

33.50 The four coaching power tools

34.27 Marshall Goldsmith: Coaching for leaders – the full series

34.33 Do coaches get coached?

35.22 Systemic team coaching supervision – Peter Hawkins

42.43 Marshall Goldsmith and Chris Coffey discuss the use of the stakeholder method of coaching:

Part one 26.13

Part two 9.11

Part three 7.19

55.40 Coaching: impactful communication

**58 Thinking Environment videos**

0.59 The three tests of attention

1.13 Was that an interruption?

1.40 All the times Mike Pence interrupted Kamala Harris.

2.03 ‘Manterrupting’ compilation.

2.05 WAIT: Why am I talking?

2.17 Nancy Kline on the future of coaching.

2.39 Improving thinking through coaching – interview with Nancy Kline.

3.54 What is ‘Continuous Partial Attention’?

4.10 ‘Time to think’, two initial learning points.

4.26 Question to Nancy Kline: ‘How has the Thinking Environment developed you?’

4.35 The importance of how, in coaching we contract.

4.36 The ten components in a business environment.

4.45 Why do people interrupt you?

4.47 Nancy Kline’s ten components of a thinking environment summarised

4.49 Mentoring in a Thinking Environment

5.03 Continuous partial multi tasking

5.14 Trisha Lord: Turning issues into questions

5.21 Nancy Kline: The conspiracy against the coach being silent.

5.53 Nancy Kline: How to improve your thinking and listening skills

6.35 An overview of the thinking environment.

6.39 Transforming teams with ‘Time to Think’.

6.42 Continuous partial attention

6.53 The ten components of a thinking environment

7.09 Nancy Kline: The ten components of thinking environments

7.12 Eight pay-offs from genuinely creating a thinking environment

7.23 Ten components of a thinking environment: Number 1 ‘Attention’.

7.26 Ten components of a thinking environment: Number 6 ‘Encouragement’.

7.30 Continuous partial attention – Linda Stone

8.02 Thinking in rounds: The first building block of a thinking environment

8.06 The ten components of a ‘thinking environment’ – overview.

8.12 Ten components of a thinking environment: Number 4, ‘Appreciation’.

8.16 Ten components of a thinking environment: Number 8, ‘Information’.

8.21 Ten components of a thinking environment: Number 7, ‘Feelings’.

8.31 Ten components of a thinking environment: Number 3, ‘Equality’ – treating others as thinking peers.

9.08 Ten components of a thinking environment 1: ‘Attention’ listening with respect interest and fascination.

9.13 Trisha Lord: The two worlds of thinking – listening to ignite

9.21 Should a coach ever interrupt?

9.27 Ten components of a thinking environment: Nine, ‘Place’.

10.16 Ten components of a thinking environment: Two, ‘Incisive questions’ removing assumptions that limit ideas.

10.39 Ten components of a thinking environment: Ten, ‘Diversity’.

11.08 Can you coach in a Thinking Environment?

11.27 Coaching in a Thinking Environment.

11.34 Linda Aspey interview: Coaching in a Thinking Environment, never interrupting.

11.47 Narrated slideshow: ‘The challenges of coaching in a Thinking Environment’.

12.07 Was that an interruption?

12.18 Nine incisive team review questions.

12.22 Ten components of a thinking environment: Number 5, ‘Ease’ – offering freedom from rush or urgency.

14.12 What does it mean to be in a thinking environment, and why does it matter?

15.14 Why do we interrupt?

16.17 How a coach can help a client identify and manage limiting assumptions.

23.58 The harmful effects of ‘manterrupting’

26.16 Jane Adshead-Grant interviews Nancy Kline

9.59 Part 1

16.17 Part 2

31.52 What is a Thinking Environment, and why is it important?

38.44 Linda Aspey: Thinking Environment presentation

38.54 Adam Grant: Think again

**35 Introversion videos**

2.14 Faking it: How introverts succeed

2.48 Susan Cain on introversion

2.52 Susan Cain: Leading introverts

3.42 The quiet power of introverts

4.09 The secret power of introverts

4.37 Susan Cain: What you need to know about introverts

4.51 The four types of introvert

5.15 Ten signs of introversion

5.18 Eight things that make introverts incredibly attractive

5.37 Susan Cain reveals the truth about introverts

5.41 Being an introvert is a good thing: Crystal Robello TED Talk

5.45 Ten interesting facts about introverts

5.45 Introvert, extrovert or ambivert – which are you?

5.51 The four types of introvert – which are you?

5.58 Nine things introverts do better than extroverts

6.11 Ten myths about introverts

6.15 Quiet: The power of introverts in a world that can’t stop talking

6.18 Six traits of introversion

6.30 Carl Yung’s theories on extroverts, introverts and ambiverts

6.57 Susan Cain on the value of introverts

7.46 Blueprint for a quiet revolution

8.07 Eight strengths of introverts

8.08 The power of introverts

8.11 Elaine Aaron interview: The highly sensitive person

8.56 Susan Cain explains why introverts are under-rated

10.19 Finding your voice in an extroverted society

10.22 Twelve things introverts are better at doing

11.45 Sara Dahan: Quiet people will change the world

13.30 Make the most of your introversion

15.15 Who are you really? The personality puzzle

15.53 The gentle power of highly sensitive people

17.17 Quiet Power: Kate Webster TED Talk

19.04 The power of introverts: Susan Cain TED Talk

21.59 Susan Cain: Mastering your reality.

47.34 ‘Quiet Power’: Time to get more from introverts – voice over with Rebecca Norton

48.13 Susan Cain podcast ‘In the mind of an introvert’

50.24 Susan Cain on the quiet power of introverts

**91 Emotional intelligence videos**

1.17 Four reasons you need self awareness

1.44 Key thoughts around empathy

2.03 The Salovey/Mayers PUUM model

2.27 Building your emotional agility

2.43 Emotional intelligence and self awareness

2.44 Crucial competence

2.53 The power of empathy

3.03 Six benefits of empathy and 4 ways to work on them

3.12 What is emotional intelligence?

3.25 Brene Brown on Blame

3.32 Emotional intelligence – overview of four part model and career development

3.35 The six habits of highly empathic people

3.36 What is emotional intelligence, and why is it important?

3.37 Leading with emotional intelligence

3.42 Developing emotional intelligence

3.45 How to improve each of the five elements of emotional intelligence

4.04 Five habits of the emotionally intelligent

4.06 Emotional intelligence in tough conversations

4.14 Spotlight on leadership emotional intelligence

4.17 Joshua Freedman – three steps to emotional intelligence

4.25 Empathy vs sympathy

4.27 How to build your emotional agility

4.33 Daniel Goleman presentation on emotional intelligence

4.44 If we could see inside other’s hearts

4.52 Daniel Goleman: Can emotional intelligence be learned?

5.06 Emotional intelligence explained

5.12 How to improve your emotional intelligence

5.22 The seven signs of emotional intelligence

5.27 Ten things only self-aware people do

5.28 The seven habits of highly emotionally intelligent people

5.28 What is emotional intelligence?

5.32 Daniel Goleman introduces emotional intelligence

5.33 Leading with emotional intelligence

5.45 Peter Salovey on emotional intelligence part 1

5.53 Emotional intelligence and leadership practice

5.54 What is Emotional Intelligence?

6.20 Daniel Goleman: Focus, flow and frazzle

6.26 Eight important things you should know about yourself

6.31 Tim Furniss and Brene Brown on developing self-awareness

6.36 The power of not reacting – how to control your emotions

6.39 How to control your emotions during a difficult conversation

6.42 Leadership and emotional intelligence

6.48 Ten signs you lack self awareness

6.51 The explainer: Emotional intelligence

6.54 Susan David on emotional agility

6.59 Daniel Goleman overview

7.00 Peter Salovey on emotional intelligence part 2

7.12 Working with emotional intelligence: Conversation between Daniel Goleman and Peter Singay

7.25 Daniel Goleman animated book review

7.26 Six emotional intelligence skills only deep people have.

7.28 Book review: Daniel Goleman

7.56 Daniel Coleman and Bill George on Authenticity and Empathy

8.35 Rachel Green – the benefits of developing positive emotions at work

8.37 The benefits of developing positive emotions at work

8.45 The art of managing emotions

8.50 Daniel Goleman: Emotional intelligence or behavioural control?

8.55 TED Talk: Using eyes as opportunities to strengthen emotional intelligence

9.16 Travis Bradberry explains emotional intelligence

9.20 Ten lessons from ego is the enemy

9.25 Carl Rogers on empathy

9.47 Ego is the enemy

10.06 Carl Rogers in ten minutes

10.08 Daniel Goleman: Emotional intelligence and performance

10.10 What does and emotionally intelligent leader do

10.16 Social intelligence and leadership

10.28 IQ vs EQ – Daniel Goleman

10.31 Strategies to become more emotionally intelligent

10.39 The empathic civilisation

11.11 Four things emotionally intelligent people don’t do

11.24 Lie to me – Reading emotions and deceit

11.28 The ten qualities of an emotionally intelligent person

11.54 Eleven learnable traits of emotionally intelligent people: Daniel Goleman

13.13 Daniel Goleman on the value of compassion

13.31 Intuitive leadership – Brian Bacon, Oxford Leadership Academy

14.14 Fifteen ways to develop self-awareness

14.32 Carl Rogers on empathy

14.32 What we feel matters more then what we think – TED Talk

14.34 How we’ve been misled by emotional intelligence

16.11 How emotional intelligence makes leaders more impactful

16.38 The gift and power of emotional intelligence

16.51 Jason Bridges TED Talk: The people currency – practicing emotional intelligence

17.00 Six steps to improve your emotional intelligence – TED Talk

17.17 Increase your self-awareness with one fix

18.19 Lisa Feldman Barrett TED Talk: You aren’t at the mercy of your emotions – your brain creates them

18.44 David Brooks on social skills

19.12 Travis Bradberry: The power of emotional intelligence

19.37 Emotional intelligence and leadership

19.46 Conversation: Daniel Goleman and Joshua Freedman

20.18 TED Talk Alan Watkins: Why you feel what you feel

20.49 Brene Brown – ‘The power of vulnerability’.

20.53 Daniel Goleman – The secrets of excellence

26.36 Daniel Goleman on emotional intelligence

45.45 The emotionally intelligent organisation

49.45 What is emotional intelligence, why does it matter, and what does it look like? Vicky Henderson

50.18 The emotionally intelligent leader – voice over with Vicky Henderson

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1.19 Give your team more negative feedback

2.30 Feedback vs coaching

2.44 Feedback: Harvard essentials

3.03 Feedback: What your eyes cannot see

3.05 Ten common mistakes when receiving feedback

3.08 Using the SBI model for feedback

3.22 Feedback – ‘The breakfast of champions’

* 1. The psychology of happiness and feedback – Sheila Heen

3.37 ‘How to give feedback so people know you’re trying to help’ Adam Grant

4.36 The art of receiving feedback

4.53 Sheila Heen: The feedback questions every leader needs to ask

5.07 Constructive feedback skills for managers

5.15 The science of receiving feedback

6.00 Lie 5: People need feedback

6.17 ‘Thanks for the feedback’ Sheila Heen Harvard interview

6.34 Kim Scott: Radical respect – how to work together better

7.07 Sheila Heen on receiving feedback

7.22 How to give negative feedback in the workplace

8.38 ‘The joy of getting feedback’ Joe Hirsh TED Talk

9.38 How to have the conversation of your whole life – Sheila Heen interview

9.42 Giving feedback for strong performance

9.45 Demonstration of positive feedback activity

10.54 How to get constructive feedback: Adam Grant and Andrew Huberman

10.59 ‘Thanks for the feedback’ – Douglas Stone and Sheila Heen

11.14 Feedback cards activity demonstration

12.17 Feedback: A game of give and take

13.08 How to use the ‘feedback cards’ activity and issues that can arise

19.28 Sheila Heen: How to use others’ feedback to learn and grow

19.55 How to work together better with radical respect – Kim Scott

28.29 Feedback: Friend or foe? Why is feedback so rarely seen? Andrew Gibbons and Rebecca Norton

36.27 How feedback helps us succeed

42.28 Sheila Heen – Podcast and video on giving and receiving feedback

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1.35 How great leaders have difficult conversations

1.50 Negotiation essentials – 10 slide silent overview

2.05 How to negotiate nicely, without being a pushover

2.12 The Thomas/Kilmann MODE instrument

2.34 The Thomas Kilmann conflict model

3.07 Five steps for achieving a win-win negotiation

3.13 The keys to persuasion – high quality whiteboard narration

3.14 Mick Lynch, Union leader calls a Government Minister a liar 15 times on national television

3.15 The orange quarrel – short version

3.18 Mike Wheeler: How to add value at the negotiation table

3.30 How to negotiate: lessons from Ury and Fishers’ ‘Getting to yes’

3.32 Managing conflict

3.33 How to resolve conflict

3.40 Emotionally intelligent negotiation – Professor Mike Wheeler

3.40 Setting the stage for productive negotiation

3.49 The Thomas/Kilmann conflict model

3.56 Overcoming obstacles to negotiation

4.10 The Thomas/Kilmann conflict management tool – a case study

4.12 Essential learning from ‘Getting to yes’

4.14 The art of persuasion hasn’t changed in 2,000 years

4.18 How to have a difficult conversation

4.19 Tips for negotiation

4.28 Difficult conversations: How to discuss what matters most

4.29 The iceberg model of conflict issues

4.35 Dan Shapiro: How to argue

4.45 How to win friends and influence people

4.46 Two negotiation strategies

4.48 Conflict styles

4.54 Negotiation: The bluff game

5.00 Three steps to getting what you want in negotiation

5.02 Virginia Satir – communication and congruence

5.03 Characteristics of manipulative people

5.10 How to handle crucial conversations – high quality animated whiteboard

5.11 Lauren Mackler, Harvard Business School – how to manage difficult conversations

5.12 Avoid avoiding conflict – Ted talk

5.19 How to deal with manipulative people

5.29 How to reduce conflict and build better relationships

5.29 The art of the deal: Is ethics in the picture?

5.49 How to handle difficult conversations successfully

5.54 Controlling your emotions during negotiation

5.55 The power of the word ‘but’

5.57 Negotiation: ten top tips

6.15 The art of negotiation

6.17 How to be an effective negotiator

6.17 Getting to yes

6.23 Introduction to negotiation skills

6.37 FBI negotiator on how to listen

6.40 Chris Voss: Three tips on negotiations

7.03 How to convince others every time – the art of negotiation

7.10 How to be more influential

7.24 HR basics: Workplace conflict

7.27 How to get to a win/win when negotiating

7.28 How to win a negotiation

7.36 Sixty seconds or she dies: Chris Voss, former FBI hostage negotiator

7.57 How to Negotiate: Chris Voss

8.03 How to seize everyday negotiation opportunities

8.10 The role of perception – chalkboard narration

8.19 Conflict resolution in organisations

8.21 Empathy: The heart of difficult conversations

8.34 Developing persuasion skills

8.37 The gift of conflict

8.46 Dealing with difficult people

8.46 The four Harvard principles of negotiation

8.59 The orange quarrel: beyond win win

9.06 James Sibenius on negotiation

9.08 Power: What it is, how to get it, and what to do with it

9.12 Negotiating to win

9.20 Ten lessons from ‘Ego is the enemy’

9.37 Panel discussion: ‘Getting to yes’

9.47 Ego is the enemy

10.07 How to get what you want every time

10.13 Never split the difference: Animated summary

10.21 ‘Getting to yes’ explained

11.26 Finding confidence in conflict: TED talk – Kwame Christian

11.30 How to get what you want every time

11.34 Ten tips for negotiating

11.48 The value and importance of conflict

11.51 The science of persuasion – what influences us to say ‘yes’

11.58 How understanding conflict can improve our lives

12.01 Fourteen effective conflict management techniques

12.07 Never split the difference – Chris Voss

12.14 ‘How to win friends and influence people’ – extract, principle 2 ‘the big secret of dealing with people’

12.36 James Sibeniuis – learning from negotiation mistakes

12.40 William Ury explains how to win any negotiation

14.15 David Venter on Nelson Mandela – managing conflict and forgiveness

14.32 Narration of eight slides: Key issues on conflict management

14.47 The gift of conflict: Amy Gallo

15.06 How to deal with difficult people

15.07 In praise of conflict: Jonathan Marks TED talk

15.24 The beauty of conflict

15.44 Why there’s so much conflict at work, and what you can do to fix it

16.16 Conflict is a place of possibility

18.06 Why conflict is a good thing

19.12 Conflict: Don’t lose it, defuse it – Ted Talk

19.16 William Ury: the walk from ‘no’ to ‘yes’

19.55 Negotiating the impossible

* 1. Conflict is the key

20.36 Narration of key direct quotes from ‘Getting past no’

24.36 Margaret Neale negotiating what you want

59.46 Negotiating for sustainable agreements

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0.58 Four tips on how to get people to actually listen to you

0.59 Six reasons listening is hard

1.45 The dark triad explained

2.05 WAIT: Why am I talking?

2.07 Silent slideset overview of ‘Getting the most from introverts’.

2.38 Five tips you should know if you are an empath

2.59 Understanding unconscious bias

3.01 The Johari Window

3.03 Robert Dilts: Crisis to transition awareness to transformation

3.03 Six benefits of empathy and four ways to become more empathic.

3.06 Ten types of emotional manipulation

3.08 Four types of narcissism

3.10 Bad behaviour at work

3.19 Carve out silence and work miracles

3.30 Five reasons why silent people are successful

3.31 What is empathy?

3.38 Tom Peters on listening

3.50 Determine your personal values

4.00 Eight tips for reading people

4.04 The six principles of behaviour

4.06 Three ways to improve your communications skills – empathetic listening by Brian Tracy

4.10 Solomon Asch conformity experiment

4.19 Developing empathetic listening skills

4.23 Steven Covey summarises the speed of trust

4.25 Empathy and sympathy – which are you?

4.39 The three conversations

4.43 How to define your personality with the ‘big five’ traits

4.45 Five minutes on ‘How to win friends and influence people’

4.45 Mastering the art of difficult conversations

4.50 Principles of assertion

5.01 The JoHari window – an explanation

5.02 How NOT to win friends and influence people

5.07 Steven Covey on trust

5.30 Unconscious bias basics

5.39 John Grinder: Working with unconscious signals

5.39 The big five personality traits

5.41 John Grinder: what is NLP?

5.41 Difficult conversations – a demonstration of a feedback activity

5.45 What is NLP?

5.45 A radical candour story

5.46 The Asch conformity experiment

5.46 Summary of ‘Difficult conversations’, Heen, Stone and Patton

5.49 Richard Bandler: NLP – what does a person need in their life to be happy?

5.49 How to handle difficult conversations

6.01 Asch’s conformity/groupthink experiment

6.04 Understanding behaviour change

6.14 Acknowledging and overcoming bias

6.27 How to build self-esteem – the six pillars of self-esteem

6.32 Asking with humility: Ian Mann on the work of Ed Schein

6.33 What is radical candour?

6.42 The three elements of the dark triad

6.48 How to manage a tough boss

6.48 Ten signs you lack self-awareness

6.57 Unconscious bias – Jennifer Eberhardt

7.13 Tips for being assertive and saying ‘no’

7.23 Ten components of a thinking environment: Number 1 ‘Attention’

7.33 Why you should be a giver

7.34 Principles on silence that successful people follow

7.38 Robbie Steinhouse: The five logical levels of NLP

7.38 The art of active listening

7.51 Five ways to listen

8.16 How to work with a passive/aggressive co-worker

8.19 How to work with someone who can’t stand

8.21 Empathy: The heart of difficult conversations

8.35 Rachel Green – The benefits of developing positive emotions at work

8.45 In defence of extroverts

8.58 Transactional analysis explained

9.11 Ten assertiveness scenarios

9.39 NLP fundamentals – John Grinder

9.39 Seven keys to a positive personality

9.44 The Johari window

9.54 John Grinder: Unconscious assimilation

10.00 Transactional Analysis ego states: Basic transactions

10.00 Transactional Analysis: Gimmicks

10.11 Transactional Analysis: Games

10.11 How to get people to listen to you

10.13 The keys to working with Alpha personalities

10.22 Why shutting up is good for you

10.29 The power of outrospection

10.33 Making hard conversations easier with radical candour

10.49 Why don’t you listen?

10.51 I spent two hours in silence every day for 30 days

11.00 Ned Hellewell: The path to peak performance

11.02 Are you avoiding difficult conversations?

11.10 How to create productive silence

11.14 Everything that’s wrong with your behaviour and why

11.16 Why your life is so messed up

11.57 Demystifying behaviour change

12.06 How to have a good conversation

12.13 How to win friends and influence people

12.34 The hidden forces that shape behaviour

12.51 Why you should talk less

12.57 Dare to disagree – brilliant presentation and very powerful examples

13.18 Are you a giver or a taker?

13.36 Richard Bandler interviewed on radio 2

14.21 Transactional Analysis: Dr Eric Berne 1966 interview part 1

14.21 Transactional Analysis: Dr Eric Berne 1966 interview part 2

14.25 The habits of highly boring people

14.49 Difficult conversations made easy

14.52 Kim Scott on radical candour

15.14 The five laws of stupidity

16.08 How to lead with radical candour

15.40 William Ury: The power of listening

17.17 Increase your self-awareness

17.18 Neal Gittleman TED Talk: The power of silence

17.53 The Rackham and Morgan Behaviour Analysis categories explained

18.14 Why don’t you listen?

18.30 Your own behaviours master your communication, determine your success

18.31 Three myths of behaviour change – what you think you know that you don’t

18.44 David Brooks: The social animal

18.51 Pamela Meyer: how to spot a liar

19.47 Building relationships one brick at a time

19.51 Dealing with negativity

21.20 Radical candour – the surprising secret to being a good boss

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8.33 The top ten body language mistakes

9.20 Allan Pease presentation on body language

10.46 The body language of leadership

11.24 Lie to me

11.58 TED Talk: Reading mind through body language

14.29 Body language: Allan Pease – the power is in the palm of your hands.

14.43 Former FBI agent explains how to read body language

14.51 Allan Pease on body language

15.29 What’s body language got to do with selling your value proposition?

15.39 Body language: The key to your subconscious – Ann Washburn TED Talk

20.46 Amy Cuddy TED talk: Your body language may shape who you are

20.49 Mark Bowden body language stage presentation

21.04 Body language shapes who you are

27.07 Allan Pease in Brisbane live on stage

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18.55 The surprising secret to speaking with confidence

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4.30 How the agile methodology really works

4.36 A quick introduction to agile management: Harvard Business Review

4.56 How to get project stakeholders on your side

5.31 Scrum vs Kanban – what’s the difference?

5.36 Jeff Sutherland breaks down the structure of scrum

6.42 Your first step as a project manager

7.12 Five reasons you should get into project management

7.28 The typical phases in project management

7.42 Project management in under eight minutes

7.51 Introduction to scrum

8.16 Agile project management: Scrum and sprint mystified

8.29 The role of the project manager

8.32 Project stakeholder management: Managing expectations

8.55 The top ten reasons projects fail

9.28 Top 10 terms project managers use

9.58 Good vs bad project managers

10.01 I want to run an agile project

10.21 Scrum: Twice the wok, half the time

11.55 High quality anime: What is agile?

15.49 Jeff Sutherland: Twice the work, half the time – TED Talk

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3.57 SMART objectives – a quick overview

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5.03 How to delegate using the skill/will method of situational leadership

5.24 Tips for delegation

5.31 How to delegate effectively

5.40 The Eisenhower time management matrix

5.46 Managing time using the Pomodoro technique

5.57 What is ‘monkey management?’

6.21 Using time effectively

6.26 How to delegate

6.46 Six time management tips

7.07 Effective delegation and empowerment

7.14 SMART goals

7.29 How to manage time

7.37 Smart objective setting

8.10 Brian Tracy: successful people use time well

9.28 The secrets of time management

9.31 Time: your scarcest resource

9.42 The battle of the urgent and the important

10.30 Setting SMART goals

10.35 The procrastination puzzle

**28 Mentoring videos**

0.15 Cat mentors dog…demonstrates then dog has confidence to achieve task

3.08 What is mentoring?

3.58 Mentoring vs coaching

4.16 Goal setting in coaching and mentoring relationships

4.17 Seven steps to creating a mentoring programme

4.48 Coaching vs training vs mentoring people

4.49 Mentoring in a thinking environment

5.19 How to be a mentor

5.34 Coaching and mentoring

6.08 What is the difference between coaching and mentoring?

6.09 Powerful questions: David Clutterbuck

6.20 Tips for a successful mentoring relationship

6.43 What are the benefits of having a good Mentor?

7.02 Why mentoring? Mentoring skills.

7.50 Building the mentoring relationship

7.50 Mentoring roles

7.52 What mentees want from their mentors

8.03 Skills and qualities of a Mentor

8.22 What is mentoring?

8.42 David Clutterbuck discusses mentoring

9.18 Mentoring skills: The art of questioning

9.25 Mentoring skills: Giving feedback

9.32 Mentoring skills: Building the relationship

11.34 No-one is talking to the mentees

12.18 Mentoring skills: How do people achieve results?

14.32 How to get a Mentor

14.34 How to be a great Mentor

15.26 The unexpected Mentor

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1.07 Malcolm Knowles’ summary of the four principles of Andragogy

1.15 Learning in a cot

1.19 70.20.10 explained

1.19 Charles Jennings: The 70.20.10 myth

1.21 What is the forgetting curve?

1.39 The Dreyfus learning model

1.52 Kolb’s reflective model

1.53 Cyril Houle’s three learning motivators

2.01 The Fynman learning technique

2.20 Learning is an iterative not a linear process

2.29 The Dreyfus and Dreyfus model part 1: From novice to competent

2.35 Fundamentals of self directed learning

2.35 Levels of self-directed learning

2.43 Adult learning principles – a rap!

2.43 Learning is a long term change in behaviour triggered by an experience

2.44 What is critical reflection? Introducing the ‘What, so what, now what?’ model.

2.50 Learning Styles – Honey and Mumford

2.51 Why learning is like an onion skin

3.00 The neuroscience of learning

3.10 Jay Cross: What is real learning?

3.13 Principles of learning from experience

3.14 What is informal learning?

3.15 A brief overview of the five stage Dreyfus and Dreyfus learning model

3.16 Formal and informal learning

3.16 The Dreyfus and Dreyfus model part 2: From proficient to mastery

3.20 Experience is NOT a number

3.20 Jay Cross: Learning informally

3.22 The choices map – Maryilee Adams

3.25 Action Learning: An introduction by Reg Revans

3.25 Mastery in teaching – with Hubert Dreyfus

3.32 What is 70.20.10 learning?

3.32 The DRIP learning model

3.33 The new science of expertise

3.41 Three elements of reality in learning design

3.43 Origins of workplace learning – Reg Revans

3.46 A model for 70.20.10

3.46 Three times to reflect

3.47 Introducing transformative learning theory

3.48 The power of unlearning

3.49 Charles Jennings: Moving learning and development from order taker to value maker

3.59 Action Learning for the top team

4.03 A 28 year overview of keeping a learning log

4.09 Charles Jennings: The 70: 20: 10 model

4.09 Learning curve overview and implications

4.10 The CRAP model to prompt real learning

4.18 Kelly Kajewski explains the 70:20:10 model

4.19 Charles Jennings overview of the 70:20:10 model

4.25 Charles Jennings on the value of accreditation and certification

4.39 The six adult learning principles

4.44 Continuous learning – Charles Jennings

4.45 Six steps to learning

4.46 Bloom’s taxonomy: Structuring the learning journey

4.47 How to speed learn in five simple steps

5.00 Charles Jennings on 70: 20:10

5.04 Malcolm Knowle’s Andragogy theory

5.07 An overview of the DOC learning model

5.07 The four ‘I’s of learning

5.19 When to use: Accommodating appeasing challenging and confronting with learners

5.27 Neuroscience and learning

5.42 Peter Senge: ‘What are the three core learning capabilities?

6.03 Three types of reflection

6.06 Positive Intelligence (P Q)

6.09 An overview of the ‘difficult learning’ model

6.11 The four part difficult learning matrix explained

6.19 Peter Senge: Innovation and learning at the world bank

6.24 Introduction to the neuroscience of learning

6.30 Positive Intelligence explained

6.29 Three rules to spark learning

6.30 Positive intelligence

6.33 Deliberate practice: The science of peak performance

6.39 The 70.20.10 roadmap

6.53 The active learning model

7.04 Shirzad Charmine: Pivoting towards positivity

7.09 Jane Hart on modern workplace learning

7.13 The six ‘I’s of learning

7.16 Amy Edmondson: It doesn’t matter if you fail, it matters how you fail

7.35 How to master anything PEAK – Anders Ericsson

8.13 Overview of the HELP learning model…humility, energy, long term perspective and practice

8.32 Informal learning – Victoria Marsick

8.44 ‘Peak’ Animated review of the Anders Ericsson book.

8.44 Peter Senge on complexity and learning

8.50 Critical reflection

8.50 Measuring the return on investment on learning

8.54 Malcolm Knowles on Andragogy

8.58 TED Talk on Self Directed Learning

9.02 The revolution of Self-directed-learning

9.13 Marilee Adams – defining mindsets

9.20 Informal learning Jay Cross

9.49 The CRAP learning model: Capture, Retain, Application and Persistence

9.54 Malcolm Knowles on adult learning

9.58 The future of workplace learning

9.58 Three forms of reflection: Before, in and after action.

10.31 Andragogy: Narrated slideshow

10.43 A chat with Charles Jennings

12.24 Learning and forgetting curves

12.24 Informal learning in ten minutes

12.33 An overview of the ERIC learning model – Effort, Reward, Immediacy and Conditioning – Andrew Gibbons

12.53 Reflection and Kolb’s cycle

13.28 The importance of learning – TED talk

13.51 Reg Revans interview

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16.17 Learning conversation with Jacky Leonard on the application of the five stage Dreyfus and Dreyfus model

17.50 Barbara Oakley TED talk: Learning how to learn

17.56 The eight key learning skills – Andrew Gibbons

18.01 Jay Cross: Making informal learning better

18.14 Learning Styles – the importance of critical self-reflection

18.48 The disconnect between learning and performance

19.02 Ian Leslie on why we must continue to learn and be curious

19.08 Ben Dunlap Ted talk – the lifelong learner

20.31 Know your inner sabotuers – Shirzad Charmine TED talk

21.19 The neuroscience of learning: Bruce McCandliss

26.03 Self learning: The reflective practitioner

28.52 How people learn: The affective context – the first general theory of learning

33.03 Marilee Adams: Questions create our world

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1.04 A one minute overview of how to use the leadership coaching diagnostic cards.

1.42 Steve Jobs on persistence

1.44 Kirkpatrick’s four levels of evaluation

1.52 What is the ADDIE model process?

2.11 How Bill Gates reads

2.16 Choosing the right words for your objectives

2.38 A quick overview of how I use the ‘read and retain’ method to avoid ‘read and forget’ syndrome

2.43 Conceptual understanding and learning transfer

2.44 What is critical reflection?

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3.00 Kirkpatrick’s training evaluation model

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3.53 Social media as learning tools

4.01 Postcards are better than ‘happy sheets’

4.16 What is social learning?

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4.51 Perry Timms – using social media and mobile learning

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5.54 Three forms of reflection

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6.35 Personal development planning – Noah Hammond

6.35 Career management

7.28 Too much networking is notworking

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7.44 Atul Gawande: The Checklist manifesto

7.49 Personal development through the downturn

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8.10 You’re enough – Amy Edmondson

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8.42 Robert Greenleaf: Three fundamentals of knowledge

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10.40 Book review: The Squiggly Career

11.40 Changing education paradigms

11.56 Summary of ‘The Checklist manifesto.

11.59 Performance support tools

12.05 An introvert’s guide to networking

12.27 Robert Kegan’s theory of adult development

12.52 Becoming a reflective practitioner

12.55 How failure cultivates resilience

12.59 How to hack networking

14.00 Why specialising early doesn’t always mean career success

14.02 Robert Kegan – Immunity to change

14.49 Creating your own label – Ted talk

15.00 Why you will fail to have a great career

15.20 How to challenge yourself out of your comfort zone

15.53 Five keys to thrive

16.51 Ted talk: Kathryn Schultz ‘Don’t regret regret’

17.00 Interview with Amy Edmonsdon and Adam Grant on ‘The Fearless Organisation’ and ‘Hidden Potential’

17.51 Ted Talk: Kathryn Schultz: ‘On being wrong’

18.44 Creating the ‘brand of ‘you’ Ted talk

19.26 The first 20 hours: How to learn anything fast

19.28 How to use others’ feedback to learn and grow

19.35 The further reaches of adult development – Robert Kegan

19.41 Action learning set fishbowl style demonstration

20.19 Jack Zenger – four keys to growth…stage presentation

20.56 Sir Ken Robinson – bring on the learning revolution

22.22 Powerful personal branding Ted talk

27.57 The harsh realities of CPD

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38.29 Pat McLagan: ‘Unstoppable you – the seven practices of lifelong learning

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2.31 Four thinking styles

2.55 Cary Cooper: coping with stress

3.22 Email in real life – high quality, amusing and very powerful

3.24 A conference call in real life – painfully true and lots of learning here

3.40 How to be creative on demand

3.46 Every meeting ever – very real and mixes message with entertaining high quality delivery

3.55 The effects of stress on the brain

4.05 A conference call in real life – excellent short high quality clip reflecting experiences we know too well

4.11 Video review of the one minute manager

4.17 Performance management and self motivation

4.43 How to define your personality with the big five traits (OCEAN).

5.07 Ten must haves for meetings

5.28 The four agreements

5.43 The seven habits of highly effective people

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42.43 What is self-doubt, what isn’t it, and how can we use it positively? Voice-over with Olivia D’Silva

46.08 Learning from self-doubt: Voice-over with Olivia D’Silva

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More details at my website: www.andrewgibbons.co.uk

Andrew Gibbons 07904 201 474 andrew@andrewgibbons.co.uk