



Title	Authors
10 minute guide to effective business writing	Garrett, Paula Dennis, Steve
10 minute guide to project management	Davidson, Jeff
100 ways to motivate others : how great leaders can produce insane results without driving people crazy	Chandler, Steve Richardson, Scott
101 ways to advertise your business	Griffiths, Andrew
101 ways to advertise your business : building a successful business with smart advertising	Griffiths, Andrew
101 ways to boost your business	Griffiths, Andrew
101 ways to improve business performance	Waters, Donald
101 ways to really satisfy your customers	Griffiths, Andrew
The 2005-2010 world outlook for marketing research and public opinion polling	
201 great ideas for your small business	Applegate, Jane
30 Minutes - to improve your networking skills	Catt, Hilton Scudamore, Patricia
30 minutes to write a marketing plan	Westwood, John
Absolute beginner's guide to launching an eBay business	Miller, Michael
Accelerated project management : how to be the first to market	Lewis, James P. Wong, Louis
The Accidental manager : get the skills you need to excel in your new career	Topchik, Gary
Accounting demystified	Haber, Jeffrey R.
Accounting for managers	Webster, William H.
Accounting for non-accountants : a manual for managers and students	Mott, Graham
Advanced management accounting	Riahi-Belkaoui, Ahmed
Advances in electronic marketing	Clarke, Irvine Flaherty, Theresa
The Advertised mind : ground breaking insights into how our brains respond to advertising	Du Plessis, Erik
Advertising Age handbook of advertising	Lewis, Herschell Gordon Nelson, Carol
The Agile manager's guide to customer-focused selling	D'Innocenzo, Len Cullen, Jack
The Agile manager's guide to motivating people	Straub, Joseph T.
All I need is money : how to finance your invention	Lander, Jack Stim, Richard
Anatomy of a business plan : a step-by-step guide to building a business and securing your company's future	Pinson, Linda
Anger and conflict in the workplace : spot the signs, avoid the trauma	McClure, Lynne Falkin
Art and science of interpreting market research evidence	Smith, V. L.

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The	Art of client service	Solomon, Robert
	Art of constructive confrontation : how to achieve more accountability with less conflict	Hoover, John
	At the frontlines of development : reflections from the World Bank	Gill, Indermit Singh Pugatch, Todd
	Be understood or be overlooked : mastering communication in the workplace	Andrewartha, Graham
	Best of class : building a customer service organization	Shelton, Ken
	Beyond branding : how the new values of transparency and integrity are changing the world of brands	Ind, Nicholas
	Bids, tenders and proposals : winning business through best practice	Lewis, Harold
	Brand failures	Haig, Matt
	Brand royalty : how the world's top 100 brands thrive and survive	Haig, Matt
	Brandchild : remarkable insights into the minds of today's global kids and their relationships with brands	Lindstrom, Martin Seybold, Patricia B.
	Breakthrough business negotiation : a toolbox for managers	Watkins, Michael
	Building a knowledge-driven organization	Buckman, Robert H.
	Building successful virtual teams	Gignac, Francine
	Building wealth one house at a time	Schaub, John
	Business angels : how to be one, how to find one, how to use one	Abernethy, Mark
	Business letters for busy people : time saving, ready-to-use letters for any occasion	Carey, John A. Dugger, Jim
	Business planning	Forsyth, Patrick
The	Business planning guide : creating a plan for success in your own business	Bangs, David H.
	Business process improvement through e-collaboration : knowledge sharing through the use of virtual groups	Kock, Ned F.
	Business to business market research	Mcneil, Ruth
	Buying a business to secure your financial freedom : finding and evaluating the business that's right for you	Pendarvis, Ed
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	Change is the rule : practical actions for change : on target, on time, on budget	Holland, Winford E.
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	Coaching leaders : guiding people who guide others	White, Daniel
	Communicate with confidence! : how to say it right the first time and every time	Booher, Dianna Daniels
	Competing in a service economy : how to create a competitive advantage through service development and innovation	Gustafsson, Anders
The	Complete guide to investing in rental properties	Berges, Steve
The	Complete guide to investing in undervalued properties	Berges, Steve
The	Complete guide to performance appraisal	Grote, Richard C.

Title	Authors
Complete guide to public speaking	Davidson, Jeff
The Complete handbook of business meetings	Mina, Eli
The Complete idiot's guide to getting along with difficult people	Toropov, Brandon
The Complete idiot's guide to managing stress	Davidson, Jeffrey P.
The Complete idiot's guide to managing your time	Davidson, Jeffrey P.
The Complete idiot's guide to online marketing	Eager, William McCall, Cathy
The Complete idiot's guide to online shopping	Gralla, Preston
The Complete idiot's guide to project management	Baker, Sunny Baker, Kim
The Complete idiot's guide to successful business presentations	Kroeger, Lin
The Complete idiot's guide to team building	Pell, Arthur R.
The Complete idiot's guide to the perfect interview	Dorio, Marc A.
The Conflict and communication activity book : 30 high-impact training exercises for adult learners	Withers, Bill Lewis, Keami D.
The Consultative real estate agent : building relationships that create loyal clients, get more referrals, and increase your sales	Sparta, Kelle
Consulting, contracting and freelancing : be your own boss	Benjamin, Ian.
Consumer insight : how to use data and market research to get closer to your customer	Stone, Merlin Bond, Alison Foss, Bryan
Contemporary research in E-marketing. Volume 2	Krishnamurthy, Sandeep
Content is king : writing and editing online	Mill, David
Copyrighting by design : bringing ideas to life with words and images	Herzbrun, David
Corporate social responsibility : a case study guide for management accountants	Norris, Gweneth Innes, John
The Cost management toolbox : a manager's guide to controlling costs and boosting profits	Oliver, Lianabel
Create your own employee handbook : a legal and practical guide	Guerin, Lisa DePo, Amy
Creating a strategic human resources organization : directions	Lawler, Edward E.
Creating the discipline of knowledge management : the latest in university research	Stankosky, Michael
Cross-functional teams : working with allies, enemies, and other strangers	Parker, Glenn M.
Cultural intelligence : a guide to working with people from other cultures	Peterson, Brooks
Culture from the inside out : travel and meet yourself	Cornes, Alan
The Customer differential : the complete guide to implementing customer relationship management	Nykamp, Melinda
Customer relationship management	Anderson, Kristin Kerr, Carol
Customer service : a practical approach	Harris, Elaine K.

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Customer service over the phone	Coscia, Stephen
Deadline! : how premier organizations win the race against time	Carrison, Dan
Deliver outstanding customer service : gain and retain customers and stay ahead of the competition	Nash, Susan Antoinette Nash, Derek
Delivering customer service : a practical guide to managing successful customer relationships	Payne, Sheila
Designing personalized user experiences in ECommerce	Karat, Clare-Marie Blom, Jan O. Karat, John
A Dictionary of human resource management	Heery, Edmund Noon, Mike
Dictionary of marketing terms	Imber, Jane Toffler, Betsy-Ann
The Diversity scorecard : evaluating the impact of diversity on organizational performance	Hubbard, Edward E.
Double your income in real estate sales	Kennedy, Danielle
Double your retirement income	Mazonas, Peter
Dynamic practice development : selling skills and techniques for the professions	Tasso, Kim
E-business best practices : leveraging technology for business advantage	McKie, Stewart
E-business, e-government & small and medium-size enterprises: opportunities and challenges	Corbitt, Brian J. Al-Qirim, Nabeel A.Y.
E-commerce in the Asian context : selected case studies	Lafond, Renald Sinha, Chaitali
E-commerce security : advice from experts	Khosrowpour, Mehdi
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E-human resources management : managing knowledge people	Torres-Coronas, Teresa Arias-Oliva, Mario
Electronic commerce in small to medium-sized enterprises : frameworks, issues and implications	Al-Qirim, Nabeel A.Y.
The Emotionally intelligent workplace : how to select for, measure, and improve emotional intelligence in individuals, groups, and organizations	Cherniss, Cary Goleman, Daniel
The Equal opportunities handbook : how to deal with everyday issues of unfairness	Clements, Phillip Edward Spinks, Tony
E-retailing	Dennis, Charles Fenech, Tino Merrilees, Bill
Evaluating public relations : a best practice guide to public relations planning, research & evaluation	Watson, Tom Noble, Paul
Facilitation made easy : practical tips to improve meetings and workshops	Cameron, Esther
The Fast forward MBA in project management	Verzuh, Eric
Five key lessons from top money managers	Kays, Scott

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	Flying solo : how to go it alone in business	Gerrish, Robert Leader, Sam
	Fool-proof marketing : 15 winning methods for selling any product or service in any economy	Bly, Robert W.
	Formulas and functions with Microsoft Excel 2003	McFedries, Paul
The	Franchising handbook : a complete guide to choosing a franchise	Murray, Iain
	From idea to profit : how to market innovative products and services	Jolly, Adam
	From idea to profit: how to market innovative products and services	Jolly, Adam
	Fundamentals of project management	Lewis, James P.
	Get motivated	Herald, Justin
	Global call centers : achieving outstanding customer service across cultures & time zones	Granered, Erik
	Goal directed project management : effective techniques and strategies	Katagiri, Mike
	Goal setting	Wilson, Susan B.
	Going solo in your own small business	English, John W.
The	Great formula for creating maximum profit with minimal effort	Joyner, Mark
	Great motivation secrets of great leaders	Baldoni, John
	Growing your company's leaders : how great organizations use succession management to sustain competitive advantage	Fulmer, Robert M. Conger, Jay Alden
A	Guide to web marketing : successful promotion on the net	Davis, Judy
	Guru guide to entrepreneurship : a concise guide to the best ideas from the world's top entrepreneurs	Boyett, Joseph H.
	Guru guide to marketing : a concise guide to the best ideas from today's top marketers	Boyett, Joseph H.
	Gurus on business strategy	Grundy, Tony
	Gurus on managing people	Kermally, Sultan
	Gurus on marketing	Kermally, Sultan
The	Handbook of communication skills	Hargie, Owen
A	Handbook of human resource management practice	Armstrong, Michael
A	Handbook of international financial terms	Moles, Peter Terry, Nicholas
	Harvard Business Review on managing people	
	Harvard Business Review on negotiation and conflict resolution	
	How people tick : a guide to difficult people and how to handle them	Leibling, Mike
	How to become a better negotiator	Patterson, James G.
	How to design, implement, and interpret an employee survey	McConnell, John H.
	How to grow leaders : the seven key principles of effective leadership development	Adair, John Eric
	How to prepare a business plan	Blackwell, Edward
	How to really deliver superior customer service	Halbrooks, John R.

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How to run a thriving business : strategies for success and satisfaction	Warner, Ralph E.
How to win campaigns: 100 steps to success	Rose, Chris
How to write a business plan	McKeever, Mike P.
How to write a grant proposal	New, Cheryl Carter
HR-- the business partner : shaping a new direction	Kenton, Barbara
Human resource development : learning & training for individuals & organizations	Wilson, John P.
Human resource management : theory and practice	Bratton, John Gold, Jeffrey
Human resources for the non-HR manager	Kulik, Carol T.
The Idea generator : tools for business growth	Hudson, Ken
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Idiots, whiners, slackers, and other workplace demons	Scott, Gini Graham
If you want to make God really laugh show him your business plan : 101 universal laws of business	Gibbons, Barry J.
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Influence without authority	Cohen, Allan R.
Influencing within organizations	Huczynski, Andrzej
Innovation : applying knowledge in development	Juma, Calestous Yee-Cheong, Lee
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Integrity is all you've got : and seven other lessons of the entrepreneurial life	Eller, Karl
Intelligent leadership	Mant, Alistair
Internal marketing : tools and concepts for customer-focused management	Ahmed, Pervaiz K. Rafiq, Mohammed
International handbook of women and small business entrepreneurship	Fielden, Sandra L. Davidson, Marilyn
International monetary policy after the euro	Mundell, Robert A. Zak, Paul J. Schaeffer, Derek M.
Internet-based workplace communications : industry & academic applications	St. Amant, Kirk Zemliansky, Pavel
Introduction to human resource management	Pinnington, Ashly Edwards, Tony
Introduction to marketing : a step-by-step guide to all the tools of marketing	Lancaster, Geoffrey Reynolds, Paul
Introduction to marketing concepts	Ensor, John
Introduction to organizational behaviour	Drummond, Helga
An Investigation into the management of interest rate risk in large UK companies	Helliard, Christine V.

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ISO 9001:2000 for small businesses	Tricker, Ray
ISO 9001:2000 in brief	Tricker, Ray Sherring-Lucas, Bruce
ITalk : managing the virtual E-business	Robey, Daniel Jin, Leigh
Japanese etiquette & ethics in business	De Mente, Boye
Job feedback : giving, seeking, and using feedback for performance improvement	London, Manuel
The John Adair handbook of management and leadership	Adair, John Eric Thomas, Neil
Keeping the books : basic recordkeeping and accounting for the successful small business	Pinson, Linda
Key marketing skills : strategies, tools, and techniques for marketing success	Cheverton, Peter
Knowledge leadership : the art and science of the knowledge-based organization	Cavaleri, Steven Seivert, Sharon Lee, Lee W.
Knowledge networks : innovation through communities of practice	Hildreth, Paul M. Kimble, Chris
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The Leader's communication toolkit : how to select the right communication method in an electronic world	Stewart-Gross, Becky
Leadershift : the work-life balance program	Clayton, Don
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Leading self-directed work teams : a guide to developing new team leadership skills	Fisher, Kimball
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Listening to conflict : finding constructive solutions to workplace disputes	Van Slyke, Erik J.
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Making sense of change management : a complete guide to the models, tools & techniques of organizational change	Cameron, Esther Green, Mike
Man is not a financial plan : investing for wealth & independence	Baker, Joan
Management	Montana, Patrick J. Charnov, Bruce H.
Management : the basics	Witzel, Morgen
Management of professionals	Shell, Richard L.
The Manager's desk reference	Berryman-Fink, Cynthia Fink, Charles B.
The Manager's guide to effective meetings	Streibel, Barbara J.
The Manager's guide to health and safety at work	Stranks, Jeremy W.
Managing aggression	Braithwaite, Roy

Title	Authors
Managing business in a multi-channel world : success factors for e-business	Saarinen, Timo Tinnila, Markku Tseng, Anne
Managing business risk : a practical guide to protecting your business	Reuvid, Jonathan
Managing change	Brown, Brian B.
Managing generation Y : global citizens born in the late seventies and early eighties	Tulgan, Bruce
Managing meetings : how to prepare for them, how to run them, and how to follow up the results	Dobson, Ann
Market intelligence : how and why organizations use market research	Callingham, Martin
The Market planning guide : creating a plan to successfully market your business, product or service	Bangs, David H.
Market research	Birn, Robin
Market research in practice : a guide to the basics	Hague, Paul N. Hague, Nick Morgan, Carol-Ann
Market-driven thinking : achieving contextual intelligence	Woodside, Arch G.
Marketing	Sandhusen, Richard
Marketing for the voluntary sector : a guide to measuring marketing performance	Keaveney, Paula Kaufmann, Michael
The Marketing plan : how to prepare and implement it	Luther, William M.
Marketing research for managers	Crouch, Sunny Housden, Matthew
Marketing without advertising	Phillips, Michael Raspberry, Salli
Marketing your product	Cyr, Donald G. Gray, Douglas A.
Marketing your service	Withers, Jean Vipperman, Carol
Mastering book-keeping : a practical step-by-step guide to the principles of business accounting	Marshall, Peter
Mastering business English : how to improve your business communication skills	Bennie, Michael
Mastering public speaking : how to prepare and deliver winning presentations and successful speeches	Nicholls, Anne
Mastering statistical process control : a handbook for performance improvement using cases	Stapenhurst, Tim
Mastering virtual teams : strategies, tools and techniques that succeed	Duarte, Deborah L.
The McGraw-Hill 36-hour project management course	Cooke, Helen Tate, Karen
Media monoliths : how great media brands thrive and survive	Tungate, Mark
Money talk : finance and investment terms for busy people	Carew, Edna
Moving out of the box : tools for team decision making	Kemp, Jana M.

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The	Myth of the paperless office	Sellen, Abigail J. Harper, Richard
	Negotiate to win : the 21 rules for successful negotiation	Thomas, Jim
	Negotiating	Forsyth, Patrick
	Occupational hygiene and risk management	Tranter, Megan
	Occupational injury : risk, prevention, and intervention	Feyer, Anne-Marie Williamson, Ann
The	One-day marketing plan : organizing and completing a plan that works	Hiebing, Roman G. Cooper, Scott W.
	Organizational behavior and public management	Vasu, Michael Lee Stewart, Debra W. Garson, G. David
The	Performance appraisal question and answer book	Grote, Richard C.
	Performance research associates : delivering knock your socks off service	Zemke, Ron Anderson, Kristin
	Performance through learning : knowledge management in practice	Gorelick, Carol Milton, N.J. April, Kurt
	Perspectives on intellectual capital	Marr, Bernard
	Persuasive business writing : achieve results and raise your profile with better business communication	Forsyth, Patrick
	Practise now!: how to prepare for recruitment and selection tests	
	Preparing for the Project Management Professional (PMP) Certification exam	Newell, Michael W.
	PRINCE 1 : a practical handbook	Bentley, Colin
	Principles of retailing	Ferne, John
	ProActive sales management : how to lead, motivate, and stay ahead of the game	Miller, William
The	Process-based organization : a natural organization strategy	Crosetto, Gustavo Macazaga, Jorge
	Product marketing for technology companies	Butje, Mark
	Project management demystified	Reiss, Geoff
	Project management disasters and how to survive them	Nickson, David
	Project management for dummies	Portny, Stanley E.
	Project management practitioner's handbook	Kliem, Ralph S. Ludin, Irwin S.
	Project meeting facilitator : facilitation skills to make the most of project meetings	Adams, Tammy
	Promote your business : how to write effective marketing material for your small business	Morel, Mary
	Public relations handbook	Theaker, Alison
	Questionnaire design : how to plan, structure, and write survey material for effective market research	Brace, Ian

Title	Authors
Questions that work : how to ask questions that will help you succeed in any business situation	Finlayson, Andrew
Quintessential guide to using consultants	Zahn, David
Raising capital : get the money you need to grow your business	Sherman, Andrew J.
The Real estate agent's business planner : practical strategies for maximizing your success	McCrea, Bridget
Real estate agent's field guide : essential insider advice for surviving in a competitive market	McCrea, Bridget
Recruiting for results : how to grow the business by hiring the best performers	Kneeland, Steve
The Relationship edge in business : connecting with customers and colleagues when it counts	Acuff, Jerry Wood, Wally
Relationship marketing : strategy and implementation	Peck, Helen
Retail product management : buying and merchandising	Varley, Rosemary
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Roadmap to entrepreneurial success : powerful strategies to building a high-profit business	Price, Robert W.
Sales management : teamwork, leadership, and technology	Futrell, Charles M.
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The Secrets of great sales management : advanced strategies for maximizing performance	Simpkins, Robert A.
Secrets to building a winning business : tips for building an outstanding business in a competitive market	Griffiths, Andrew
Selling services	Forsyth, Patrick
The Servant leader : unleashing the power of your people	Neuschel, Robert P.
Service magic : the art of amazing your customers	Zemke, Ron Bell, Chip R.
Shaping your HR role : succeeding in today's organizations	Kahnweiler, William M. Kahnweiler, Jennifer B.
Sharing knowledge : the how and why of organizational change	Dupuy, Francois
Show me! Mac OS X Panther	Anderson, Andy Johnson, Steve
Show me! Microsoft Office Project 2003	Kennemer, Brian
Shut up and listen! : the truth about how to communicate at work	Theobald, Theo Cooper, Cary L.
Six Sigma business scorecard : ensuring performance for profit	Gutpa, Praveen
The Skilled facilitator : a comprehensive resource for consultants, facilitators, managers, trainers, and coaches	Schwarz, Roger

Title	Authors
Smart things to know about customers	Jay, Ros
Smart things to know about knowledge management	Koulopoulos, Thomas M. Frappalo, Carl
Speak like a CEO : secrets for commanding attention and getting results	Bates, Suzanne
Speaks like a CEO : secrets for commanding attention and getting results	Bates, Suzanne
Specialty shop : how to create your own unique and profitable retail business	Finell, Dorothy
Strategic human resource management : a guide to action	Armstrong, Michael
Strategic marketing management : planning, implementation and control	Wilson, R.M.S. Gilligan, Colin
Stress & time management : the easy step by step guide	Lomas, Brian
Stress at work : management and prevention	Stranks, Jeremy W.
Stress at work : management and prevention	Stranks, Jeremy W.
Successful business planning : energizing your company's potential	Paley, Norton
The Successful new manager	Straub, Joseph T.
Successful selling solutions : test, monitor and constantly improve your selling skills	Clay, Julian
Supervisor's survival kit : your first step into management	Chapman, Elwood N. Goodwin, Cliff
Supply chain and finance	Pardalos, P.M. Migdalas, Athanasios Baourakis, George
A Survival guide for working with bad bosses : dealing with bullies, idiots, backstabbers, and other managers from hell	Scott, Gini Graham
The Sustainable enterprise : profiting from best practice	Brown, Christopher Stephen
Talk up your business : how to make the most of opportunities to promote and grow your small business	Morel, Mary
The Tax guide for traders	Green, Robert A.
Team players and team work : new strategies for developing successful collaboration	Parker, Glenn M.
Think like your customer : a winning strategy to maximize sales by understanding how and why your customers buy	Stinnett, Bill
The Time trap	Mackenzie, R. Alec
Tough management : the 7 ways to make tough decisions easier, deliver the numbers, and grow business in good times and bad	Martin, Chuck
Transforming HR : creating value through people	Reddington, Martin Williamson, Mark Withers, Mark
The Ultimate book of business quotations	Crainer, Stuart
Ultimate book of business skills : the 100 most important techniques for being successful in business	Grundy, Tony
Umm.. : a complete guide to public speaking	O'Loghlin, James
Unaccountable : how the accounting profession forfeited a public trust	Brewster, Mike

Title	Authors
Understanding accounts	Langdon, Ken
Unleashing leadership : aligning what people do best with what organizations need most	Hoover, John Valenti, Angelo
The Unofficial guide to marketing your small business	Turner, Marcia Layton
The Unofficial guide to opening a franchise	Rich, Jason
The Unofficial guide to starting a business online	Rich, Jason
The Virtual handshake : opening doors and closing deals online	Teten, David; Allen, Scott
Visual FoxPro to Visual Basic.NET	Pinter, Les
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Winning at retail	Ander, Willard N.
Winning the profit game : smarter pricing smarter branding	Docters, Robert G
Working virtually : challenges of virtual teams	Jones, Robert Oyung, Robert, Pace, Lise
Working virtually : managing people for successful virtual teams and organizations	Hoefling, Trina
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Your business and the law : the straight-talking guide to how the law touches your business	Bowen, Jan
Your business, your future : how to predict and harness	Hailey, Linda
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