

Certificate in higher education: skills for the workplace student yearbook

Summary - This book is made up of **9 separate books** and **8 journal articles**. 6 of the books are available via the library catalogue as eBooks; 3 as a physical book (**Lecturers can request digitisation of 1 - 2 chapters**). All journal articles are available via the library catalogue.

Chapter 1 & 2 - Griffith, B.A. & Dunham, E.B., (2015). *Working in teams: moving from high potential to high performance*. Los Angeles, California: SAGE
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781483324739

Chapter 3 Griffith, B.A. & Dunham, E.B., (2015). *Working in teams: moving from high potential to high performance*. Los Angeles, California: SAGE (see chapter 5)
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781483324739

Chapter 4 & 5 **Physical book** Quintanilla, K.M. and Wahl, S.T. (2014). *Business and professional communication: keys for workplace excellence*. Thousand Oaks, Calif: Sage
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100344359602421 (see chapters 2 & 3)

Chapter 6 **Physical book** Duck, S. and McMahan, D.T. (2020). *Communication in everyday life: a survey of communication*. 4th ed. Thousand Oaks, Calif: Sage Publications, Inc.
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100344359802421 (chapter 12)

Chapter 7 & 8 **Physical book** Wilson, J., 2014. *Essentials of business research : a guide to doing your research project 2nd* Los Angeles : SAGE
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma9929780202421 (chapter 3 & 7)

Chapter 9 – Williams, SW (2001), *Making Better Business Decisions : Understanding and Improving Critical Thinking and Problem Solving Skills*, Thousand Oaks: SAGE Publications (**see chapter 1**)
https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781506318912

Chapter 10 **Physical book** Quintanilla, K.M. and Wahl, S.T. (2014). *Business and professional communication: keys for workplace excellence*. Thousand Oaks, Calif: Sage.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100344359602421 (see chapter 7)

Chapter 11 – Ziegenfuss, J.T., (2002). *Organization and management problem solving a systems and consulting approach*, Thousand Oaks, Calif. ; London: SAGE

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781452264066 (see chapter 1)

Chapter 12 - **Physical book** Quintanilla, K.M. and Wahl, S.T. (2014). *Business and professional communication: keys for workplace excellence*. Thousand Oaks, Calif:

Sage https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100344359602421 (see chapter 4)

Chapter 13 - Neugebauer, Evans-Brain & Evans-Brain, Jane, (2016). *Employability: making the most of your career development*. London: Sage Publications (see chapter 4)

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781473985018

Chapter 14 - Neugebauer, Evans-Brain & Evans-Brain, Jane, (2016). *Employability: making the most of your career development*. London: Sage Publications (see chapter 5)

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_askewsholts_vlebooks_9781473985018

Chapter 15 - Dowson, P., (2015). *Personal & professional development for business students* Los Angeles: Sage Publications (see chapter 4)

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100372233102421

Chapter 16 – Valentin, E. (2015). *Business planning and market strategy*. Los Angeles: Sage Publications (see chapter 4) https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100298360002421

Chapter 17- Valentin, E. (2015). *Business planning and market strategy*. Los Angeles: Sage Publications (see chapter 12) https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100298360002421

Chapter 18 - Valentin, E. (2015). *Business planning and market strategy*. Los Angeles: Sage Publications (see chapter 13) https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/11c0l68/alma99100298360002421

JOURNALS

Chapter 19 - Cyphert, Dale, Dodge, Elena Nefedova & Duclos, Leslie K, (2016). *Developing Communication Management Skills*. Business and professional communication quarterly, 79(4), pp.416–441.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_crossref_primary_10_1177_2329490616660815

Chapter 20 - Crowley, Martha, Payne, Julianne C & Kennedy, Earl, (2013). Working better together? Empowerment, panopticon and conflict approaches to teamwork. Economic and industrial democracy, 35(3), pp.483–506.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_crossref_primary_10_1177_0143831X13488003

Chapter 21 - DeKay, S.H., (2012). Interpersonal Communication in the Workplace. Business communication quarterly, 75(4), pp.449–452.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_crossref_primary_10_1177_1080569912458966

Chapter 22 - Nickson, Dennis et al., (2011). Soft skills and employability: Evidence from UK retail. Economic and industrial democracy, 33(1), pp.65–84

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_crossref_primary_10_1177_0143831X11427589

Chapter 23 - Haag, A.B., (2013). Writing a successful business plan: an overview. Workplace health & safety, 61(1), pp.19–29

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_proquest_miscellaneous_1273160191

Chapter 24 - Panek, E., (2014). Left to Their Own Devices. Communication research, 41(4), pp.561–577.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_proquest_journals_1522960729

Chapter 25 - Robles, M.M., (2012). Executive Perceptions of the Top 10 Soft Skills Needed in Today's Workplace. Business communication quarterly, 75(4), pp.453–465.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_proquest_journals_1368999428

Chapter 26 - Goltz, Sonia M et al., (2008). Teaching teamwork and problem solving concurrently. Journal of management education, 32(5), pp.541–562.

https://librarysearch.uwtsd.ac.uk/permalink/44WHELF_UWTSD/1ir6fgh/cdi_proquest_journals_195720342