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265 Leadership videos

107 Skills and qualities videos

- 1.14 Five crucial capabilities for today's frontline leaders
- 1.58 A 2X2 matrix explains good vs great leadership
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- 2.21 The best motivational quotes
- 2.23 The explainer: What it takes to be a great leader
- 2.26 'The explainer' level five leadership: Jim Collins
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- 3.02 Top ten characteristics of a leader
- 3.08 Why leadership development matters
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5.53 Jack Zenger interview: Nineteen behaviours to build leadership relationships

5.59 What is leadership? Robin Sharma

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7.14 Daniel Goleman and Bill George discuss leadership blind spots

7.19 Leadership – an interpersonal approach

7.20 Six questions on values-driven leadership

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7.34 48 laws of power slideshow

7.37 Agile leadership – an overview by Robert Allan.

7.45 Leadership: How to give a presentation

7.53 Daniel Goleman and Bill George discuss authenticity and empathy for leadership

8.09 Leadership and influence

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

8.41 Be feared: Key lessons from 'The Prince' by Machiavelli

8.48 The Tannenbaum and Schmidt leadership continuum

8.52 Robin Sharma: The five extraordinaries of leadership

9.20 Rosalinde Torres: Three signs of a great leader

9.34 McKinsey on leadership

9.51 'I have 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

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

10.30 What to look for in great leaders

10.37 Thoughts around 'On becoming a leader'

10.46 The body language of leadership – Mark Walsh

11.02 Social intelligence and leadership

11.28 The five qualities of successful leaders

11.48 Agile Leadership – a discussion and exploration.

12.03 How great leaders energise their organisations.

12.10 Thinking and leading – four levels of thinking for leaders

12.22 Matt Beeton Ted Talk: What do all great leaders have in common?

12.44 What is leadership?

12.47 How situational leadership works

13.25 Leadership: personalities are infectious

13.31 Intuitive leadership – Brian Bacon, Oxford Leadership Academy

14.03 Daniel Goleman: What it takes to be a leader

14.12 The 48 laws of power in two parts

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14.53 Why we need introvert leaders: Marion Hucles Ted Talk

15.38 Listen, learn, then lead – General Stanley McChrystal

16.21 Narration of summary, Warren Bennis: 'On becoming a leader'

- 16.36 Learning from leadership's missing manual
- 16.43 Lessons on leadership - Mandela to Obama
- 17.24 Narration of 'Leaders' Warren Bennis and Burt Nanus
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- 21.08 What is power? RSA Panel discussion
- 24.54 Jon Maxwell: five levels of leadership part one
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96 Personal leadership thoughts videos

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- 3.51 The qualities that define a leader – Harvard Business School/Sir Alex Ferguson
- 3.53 Young Steve Jobs on the best way to lead creative, motivated people
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- 4.06 Four levels of motivation
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- 5.31 The art of war by Sun Tzu – an animated book review
- 5.35 Why lifelong leadership development is so important

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9.13 Jurgen Klopp and Steven Gerrard in conversation

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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'

12.27 Robert Kaplan: what does a leader do?

12.51 The rarest commodity in leadership – absence of ego

13.11 Brian Tracy: How to become a leader

13.20 Why great leaders don't seek a balanced life

13.48 Jon Huntsman on ethical leadership

13.56 Leadership thoughts of Gordon Brown

15.18 Manfred Kets de Vries leadership begins at home

15.29 Sheryl Sandberg – 'why we have so few women leaders'

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16.37 Matthew Holland Ted Talk – Abraham Lincoln

18.00 How great leaders serve others

18.04 Simon Sinek: how great leaders inspire action

18.35 Learning from leadership's missing manual

18.39 Unthinkable leadership – Joseph Oubelkas

19.16 Doris Kearns Goodwin – learning from past presidents

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- 19.23 The business case for diverse leadership – the extra effort women must make
- 19.46 Daniel Goleman and Joshua Freedman - Improving leadership with emotional intelligence
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46 performance management videos

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17.17 Ted Talk: Quiet power Kate Webster

19.03 The power of introverts; Susan Cain Ted Talk

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3.51 Gary Steele on talent management at ABB

3.52 Talent management: Is your boat still sinking?

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5.07 Why incompetent people think they're amazing – David Dunning TED talk

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8.24 Linda Sharkey: Using data to create change and manage talent

8.32 Talent management – Peter Bedford interviewed at ABB

8.40 Why do stupid people think they're smart? David Dunning

9.26 Keeping top talent engaged in tight times

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39 Engagement and motivation videos

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- 12.37 Employee engagement within a sustainable business – Nadine Exter
- 15.02 Brian Johnson explains the motivation ideas of Daniel Pink – from the book 'Drive'
- 17.26 Discussion and exploration of a four part motivation model.
- 50.55 The six drivers of employee engagement

59 Innovation videos

- 2.07 The explainer: Disruptive innovation

2.21 John Lloyd: What we need to know

2.48 What is disruptive innovation?

2.52 Tom Peters: Innovation is easy

2.51 Disruptive innovation: Harvard Business School – The explainer

2.58 Four ways to think like an innovator

3.03 Knowledge management: The SECI model

3.20 Understand how disruptive innovation works

3.59 Francesca Gino – ‘How can organisations encourage curiosity?’

4.00 Managing tacit and explicit knowledge

4.01 Knowledge management slideshow

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4.16 Peter Senge: How can we create a culture of innovation?

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4.57 Disruptive innovation: High quality animated overview

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5.19 Sir Ken Robinson: London Business Forum presentation ‘out of our minds’

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7.06 Creating an innovation mindset

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7.51 Disruptive innovation: Clay Christensen Harvard Business School interview

8.07 Managing the uncertainty of innovation

8.09 Tony Buzan on creativity

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9.13 Thinking inside the box

9.27 McKinsey knowledge management presentation – possession/practice models

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- 9.59 Knowledge management: lessons learned – Chris Collinson
- 10.14 Innovating at every level
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- 13.49 Knowledge management: an organisations' weapon of choice
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- 15.37 The future of knowledge management
- 16.11 The DNA of the worlds most innovative companies
- 17.30 How to manage for collective creativity
- 17.43 Hal Gregerson The five key skills that drive innovation
- 18.15 Innovation and creativity
- 20.34 Seth Godin: Fail until you succeed.

49 Quality videos – including problem solving and decision making

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- 2.25 Solving problems by starting with the worst idea
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- 2.49 Lucky Louie challenging Father and Daughter 'why?'s conversation
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- 3.10 Quality management in three minutes
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- 3.16 What is creative problem solving?

3.51 Total quality management

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5.30 How to solve a problem in four stages

5.52 The 'five whys' quality tool

5.57 Working backwards to solve problems – Maurice Ashley TED Talk

6.20 Implementing total quality management in an organisation

6.34 An overview of force field analysis

6.45 A detailed explanation of cost benefit analysis

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

7.19 How stress influences decision making

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8.13 An explanation of cause and effect fishbone diagrams

8.17 Problem solving: Three classic problems

8.23 Stakeholder analysis mapping

8.37 Getting past either/or decision making

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

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- 13.04 Motorola: total quality and six sigma
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- 19.18 Steve Jobs on quality, problem management and more

10 Intergenerational workplace videos

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- 7.42 Bruce Tulgan: Intergenerational workplace leadership
- 8.51 Generations X Y and Z – which one are you?
- 11.05 Mixing across generations Evan Briggs TED Talk
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- 15.17 Navigating the multi-generational workplace – Leah Georges
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109 Organisational culture videos

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- 2.09 Three questions to answer in an apology
- 2.13 Balancing two types of company performance
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- 2.31 Four signs that masculinity contests are holding back your company.
- 2.46 How Netflix created their culture.
- 3.13 Equality, diversity and inclusion
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- 3.20 Bringing organisational values to life everyday
- 3.22 Edgar Schein on corporate culture

3.49 Scary bridge construction health and safety clip

4.07 Ed Schein: What is culture?

4.10 Chris Argyris on culture and Management

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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

4.54 Creating a culture of happiness at Zappos

5.38 How do you define a learning organisation?

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5.44 Valerie O'Neil of Starbucks on engagement and corporate citizenship

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5.57 HR Talk: managing an ageing workforce

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6.44 How to build a fearless organisation

6.44 The single biggest reason start ups succeed

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

6.59 Lessons from failure: Elizabeth Day

7.02 Age discrimination

7.15 Align the core values

7.25 Conflict in the boardroom – Andrew Kakabadse

8.09 Richard Branson interview

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

8.28 Successful organisation cultures

8.37 Ed Schein explains culture fundamentals - excerpt

8.54 Vineet Nayar: Put your employees first

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

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10.13 Keys to working with Alpha personalities

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10.36 Creating positive workplaces in uncertain times

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10.42 Two reasons companies fail – and how to avoid them

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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

11.26 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

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

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

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.

113 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

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

2.31 How to complete a stakeholder analysis

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

2.57 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

3.57 'S-curves' in innovation

4.02 The Learning Organisation

4.05 Single and double loop organisational learning

4.07 The pareto principle

4.16 In search of excellence

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?

4.39 Pat McLagan: Change is everybody's business

4.55 An introduction to stakeholder maps

5.06 Pareto analysis explained

5.06 Agile ways of working at ING Belgium

5.08 Kotter's eight steps

5.19 Tom Peters – still in search of excellence

5.17 Peter Senge systems thinking

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 three core learning capabilities?

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

5.51 Tom Peters: A bias for action

5.55 HR talk: Redundancy selection

5.59 John Kotter on new ways to create lasting change

6.01 Successful change management – ten steps

6.02 Tony O'Connell – change management

6.04 Redundancy – getting it right

6.14 Overcoming resistance to change

6.16 The future of work

6.25 CISCO management training video

6.30 Downsizing: key considerations

6.38 Managing change with radical collaboration – Tom Kelley

6.43 Outplacement – Drake International

6.47 Peters and Waterman discuss 'In search of excellence'

7.03 Making failure more productive – Harvard Business interview

7.11 The future of work: Tom Malone

7.19 The positive management of redundancy – four types of person during and after a downsize

7.35 Mapping the field of Organisation Development

7.52 A simple model for business innovation

7.53 Jim Clemmer: leadership training and change management

7.57 How traditional business metrics are outdated

7.57 Rethinking how organisations work for a digital age

7.57 The transtheoretical theory of change

8.01 McKinsey video on why so many expensive change programmes fail

8.07 Lewin's three stage change model

8.19 Mike Pich - managing uncertainty

8.23 Stakeholder mapping

8.27 It's not how we do it here!

8.32 How to manage stakeholder expectations

8.36 'Why Drucker now?'

8.44 Peter Senge o complexity in organisations

8.46 What is strategy?

9.19 A brief introduction to change

9.19 Al Vicere: What is strategy?

9.21 Peter Senge on the Learning Organisation

9.28 The strategic decisions that led to Nokia's failure

9.29 Transforming giants – Rosabeth Moss Kantor

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

9.51 Gerry Robinson: the six secrets of successful management

9.55 Four types of person during a redundancy: Happy and unhappy stayers, happy and unhappy leavers

9.57 The positive management of redundancy: Key issues and lessons learned.

10.00 The decline of Nokia – interview with former CEO

10.06 Why women don't ask

10.08 Our iceberg is melting – Kotter's 8 step change model via animated Penguins

10.38 Two reasons companies fail, and how to avoid them

10.40 Use failure to grow your business

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
- 15.33 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
- 42.26 Systems thinking with Peter Senge
- 46.50 Narration of direct quotes from 'The Fifth Discipline' by Peter Senge:
 - Part one 19.15
 - Part two: 27.35

213 Customer service, sales and marketing videos

44 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
- 2.45 Understanding Net Promoter Score

2.50 Turn customers into promoters

2.50 Fred Reichheld: 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

5.31 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

6.36 Let’s talk about net promoter score

6.51 Chris Byrne talks about Net Promoter Score

8.06 What is net promoter score?

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

8.45 An explanation and overview of Net Promoter Score

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

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.

44 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

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

70 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

5.29 Systemic team coaching: The five disciplines approach

5.36 The molecule behind effective teamwork

5.48 Sean Fitzpatrick 'On winning'

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

7.41 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

123 Coaching videos

1.30 The GROW model in 90 seconds

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

3.23 Three coaching skills

3.26 The leadership coaching journey

3.29 Powerful coaching conversations

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
- 4.24 How to get the most from coaching
- 4.29 Jack Zenger – ‘Five top coaching take aways’.
- 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
- 4.56 An overview of the GROW model
- 5.01 A three part interactive coaching method
- 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 Coaching and mentoring: what are the differences?
- 5.34 Sir John Whitmore demonstrates the difference between instruction and coaching
- 5.45 Sir John Whitmore – coaching bravery 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
- 6.07 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

6.38 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 Coaching to improve performance problems

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 Entrepreneurs

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

8.15 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

- 10.10 Sample coaching session
- 10.17 Supervision: It's about checking-in, not checking-up
- 10.28 Advanced coaching skills: Asking questions
- 10.29 Safe uncertainty on supervision: Interview with Robin Shohet
- 11.08 Can you coach in a thinking environment?
- 11.27 The GROW coaching model
- 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
- 13.02 Silent video of 8 slides: 'Nineteen things only the very best coaches can do'.
- 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
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- 22.25 Sir John Whitmore TED talk Cheltenham
- 22.35 Coaching in a thinking environment:
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- 27.50 Marshall Goldsmith on coaching leaders
- 29.39 The five 'T's of coaching:

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

33.50 The four coaching power tools

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:

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55.40 Coaching: impactful communication .

50 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 'Maninterrupting' 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.

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

6.35 An overview of the thinking environment.

6.39 Transforming teams with 'Time to Think'.

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

8.06 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: Number 1, 'Attention' listening with respect interest and fascination.

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, with uninvited contributions and 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 'maninterrupting'

26.16 Jane Adshead-Grant interviews Nancy Kline

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

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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

5.41 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 Jung'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

85 Emotional intelligence videos

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- 2.03 The Salovey/Mayers PUUM model
- 2.43 Emotional intelligence and self awareness
- 2.44 Crucial competence
- 2.53 The power of empathy
- 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
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- 4.33 Daniel Goleman presentation on emotional intelligence
- 4.44 If we could see inside other's hearts
- 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

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

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

18.44 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

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'

4.19 Tips for negotiation

4.29 The iceberg model of conflict issues

4.45 How to win friends and influence people

4.46 Two negotiation strategies

4.48 Conflict styles

4.54 Negotiation: The bluff game

5.02 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?

5.54 Controlling your emotions during negotiation

5.55 The power of the word 'but'

5.57 Negotiation: ten top tips

6.17 How to be an effective negotiator

6.18 Getting to yes

6.24 Introduction to negotiation skills

6.50 Chris Voss: Three tips on negotiations

7.10 How to be more influential

7.24 HR basics: Workplace conflict

7.27 How to get to a win/win when negotiating

7.36 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

8.34 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 Sebenius on negotiation

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

10.21 'Getting to yes' explained

11.26 Finding confidence in conflict: TED talk – Kwame Christian

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

12.07 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
- 20.13 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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- 8.33 The top ten body language mistakes
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- 11.24 Lie to me
- 11.58 TED Talk: Reading mind through body language
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- 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

20.49 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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18.09 Nancy Duarte – the secret structure of great talks

18.55 The surprising secret to speaking with confidence

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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

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

3.06 Ten types of emotional manipulation

3.08 Four types of narcissism

3.10 Bad behaviour at work

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?

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

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?

5.45 What is NLP?

5.46 The Asch conformity experiment

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

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

6.48 How to manage a tough boss

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

7.38 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

8.35 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

10.13 The keys to working with Alpha personalities

10.29 The power of outrospection

10.49 Why don’t you listen?

11.00 Ned Hellewell: The path to peak performance

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

12.57 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
- 15.14 The five laws of stupidity
- 15.40 William Ury: The power of listening
- 17.17 Increase your self-awareness
- 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

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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'
- 3.32 The psychology of happiness and feedback – Sheila Heen
- 3.57 'How to give feedback so people know you're trying to help' Adam Grant
- 4.37 The art of receiving feedback
- 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
- 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
- 10.59 '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
- 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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- 4.30 How the agile methodology really works
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- 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
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- 7.42 Project management in under eight minutes
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- 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 work, 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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- 1.54 Rocks, pebbles and sand – a short and learning-rich time and life management video
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- 9.31 Time: your scarcest resource
- 9.42 The battle of the urgent and the important
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- 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?
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- 14.32 How to get a 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

1.39 The Dreyfus learning model

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1.53 Cyril Houle's three learning motivators

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2.35 Levels of self-directed learning

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2.50 Learning Styles – Honey and Mumford

2.51 Why learning is like an onion skin

3.00 The neuroscience of 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

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3.20 Experience is NOT a number

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

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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 Charmin: Pivoting towards positivity

7.09 Jane Hart on modern workplace learning

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

8.54 Malcolm Knowles on Andragogy

8.58 TED Talk on Self Directed Learning

9.02 The revolution of Self-directed-learning

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

 Part 1: On intellect and Wisdom

 Part 2: On questioning insight

 Part 3: Origins of workplace learning

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

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18.14 Learning Styles – the importance of critical self-reflection

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- 19.08 Ben Dunlap Ted talk – the lifelong learner
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- 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
- 44.09 Reg Revans interviews in four parts
 - Part 1: 11.52
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- 53.43 Learning from work in five parts
 - Part 1: 12.29 Four learning models
 - Part 2: 12.02 Capturing and recording learning
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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?
- 2.16 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?
- 2.53 How to overcome 'read and forget' syndrome
- 3.00 Kirkpatrick's training evaluation model
- 3.14 Disrupt yourself
- 3.53 Social media as learning tools
- 4.01 Postcards are better than 'happy sheets'
- 4.16 What is social learning?
- 4.40 Learning transfer systems inventory

4.43 Action learning set CPD

4.43 How to succeed in a squiggly career

4.49 Transfer of learning overview

4.51 Perry Timms – using social media and mobile learning

4.54 Informal learning in a web world

4.56 Social media for learning

5.01 How a synapse works

5.51 What is continuing professional development?

5.51 The Adult development map – Jennifer Garvey Berger

5.54 The top seven networking skills

6.00 Reg Revans on intellect and wisdom

6.20 Why constant learners all embrace the 5 hour rule

6.22 How to create a 70.20.10. Professional Development Plan

6.35 Personal development planning – Noah Hammond

6.35 Career management

7.28 Too much networking is *not*working

7.35 Do you dare to dream? Life planning advice in a high quality anime

7.49 Personal development through the downturn

7.57 The six stages of change – Transtheoretical model

8.35 Now is the time to take genuine responsibility for our own development

8.42 Robert Greenleaf: Three fundamentals of knowledge

9.24 The art of active networking

10.40 Book review: The Squiggly Career

11.40 Changing education paradigms

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’
- 17.51 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
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- 22.22 Powerful personal branding Ted talk
- 27.57 The harsh realities of CPD
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- 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
- 3.46 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
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- 5.43 The seven habits of highly effective people

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6.35 The Pareto principle: Do more by doing less

6.43 The seven habits of really effective people – animated book review

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7.03 How to manage your stress

7.03 HR Talk: Age discrimination

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8.08 An introduction to mindfulness – Dr Jutta Tobias

8.21 Create a life with purpose

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8.43 Barbara Fredrickson: The positivity ratio

9.01 The importance of self belief

9.03 The seven habits of highly successful people: Part 2

9.23 Henry Mintzberg on management: Pure and simple

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9.41 Seven keys to a positive personality – Brian Tracey

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10.07 Can you survive in today's business world?

10.08 Brian Tracy: Four ways to change your life

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10.48 Five character traits of top performers

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15.54 Scott Geller Ted talk on self-motivation

15.54 Anthony Robbins: the five keys to thrive

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18.30 Robert Greene – the key to transforming yourself

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19.05 Susan Cain – the power of introverts

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

20.35 Fail until you succeed – Seph Godin

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22.30 Tony Robbins: Why we do what we do

27.41 'What is Wellbeing, and why does it matter?' Andrew Gibbons in conversation with Rebeca Norton

34.10 Dan Gilbert Why we make bad decisions

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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