

## Learning resources

### 4DEP Developing yourself as an effective human resources or learning and development practitioner

Here are some suggestions for suitable resources for this unit. The list is indicative only and should not be considered as prescriptive or exhaustive.

#### Essential reading

1. CURRIE, D. (2006) *Introduction to human resource management: a guide to personnel in practice*. London: Chartered Institute of Personnel and Development.

(New edition: LEATHERBARROW, C, FLETCHER, J and CURRIE, D: *Introduction to Human Resource Management: A guide to HR Practice*. 2<sup>nd</sup> ed. due Sept. 2010).

2. MARTIN, M. and JACKSON, T. (2005) *Personnel practice*. 4<sup>th</sup> ed. London: Chartered Institute of Personnel and Development.

(New edition: MARTIN, M., WHITING, F. and JACKSON, T. *Human Resource Practice*. 5<sup>th</sup> ed. due May 2010).

3. MEGGINSON, D. and WHITAKER, V. (2007) 2<sup>nd</sup> ed. *Continuing professional development*. London: Chartered Institute of Personnel and Development.

4. WINSTANLEY, D. (2005) *Personal effectiveness: a guide to action*. London: Chartered Institute of Personnel and Development.

#### Key textbooks

1. Armstrong, M. and Baron, A. (2005) *Managing performance: performance management in action*. London: Chartered Institute of Personnel and Development.

2. Cook, S. (2008) *Customer service in your organisation*. Toolkit. London: Chartered Institute of Personnel and Development.

3. Hirsh, W., Carter, A. and GIFFORD, J. (2008) *What customers want from HR: the views of line managers, senior managers and employees on HR services and the HR function*. Report 453. Brighton: Institute for Employment Studies.

4. PEDLER, M., BURGOYNE, J. and BOYDELL, T. (2006) 5<sup>th</sup> ed. *A manager's guide to self development*. London: McGraw Hill.

5. REILLY, P., TAMKIN, P. and BROUGHTON, A. (2007) *The changing HR function: transforming HR?*. London: Chartered Institute of Personnel and Development.

6. TAMKIN, P., REILLY, P. and HIRSH, W. (2006) *Managing and developing HR careers: emerging trends and issues*. London: Chartered Institute of Personnel and Development.

# CIPD Foundation in HR and LD Practice

## Key journals

1. Human Resource Development Review Available at: [www.cipd.co.uk/journals](http://www.cipd.co.uk/journals)
2. People Management Available at: [www.cipd.co.uk/journals](http://www.cipd.co.uk/journals)
3. Personnel Today Available at: [www.cipd.co.uk/journals](http://www.cipd.co.uk/journals)
4. Training & Development Available at: [www.cipd.co.uk/journals](http://www.cipd.co.uk/journals)
5. Training Journal Available at: [www.cipd.co.uk/journals](http://www.cipd.co.uk/journals)

## Online resources

1. Business Link. (2007) *Customer relationship management [online]*. London: Business Link.  
Available at: [www.businesslink.gov.uk/bdotg/action/layer?topicId=1075422922#](http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1075422922#)
2. Chartered Institute of Personnel and Development. (2005) *Career discussions at work: practical tips for HR, managers and employees [online]*. Tool. London: CIPD.  
Available at: [www.cipd.co.uk/onlineinfodocuments/atozresources.htm](http://www.cipd.co.uk/onlineinfodocuments/atozresources.htm)
3. Chartered Institute of Personnel and Development. (2009) *Customer satisfaction: a team exercise [online]*. Training activity. London: CIPD.  
Available to members at: [www.cipd.co.uk/onlineinfodocuments/atozresources.htm](http://www.cipd.co.uk/onlineinfodocuments/atozresources.htm)
4. Chartered Institute of Personnel and Development. (2008) *Development planning for individual employees [online]*. Factsheet. London: CIPD.  
Available at: [www.cipd.co.uk/onlineinfodocuments/atozresources.htm](http://www.cipd.co.uk/onlineinfodocuments/atozresources.htm)
5. Chartered Institute of Personnel and Development OPMENT. (2009) *Employee communication [online]*. Factsheet. London: CIPD.  
Available at: [www.cipd.co.uk/onlineinfodocuments/atozresources.htm](http://www.cipd.co.uk/onlineinfodocuments/atozresources.htm)
6. Chartered Institute of Personnel and Development. (2008) *Development planning for individual employees [online]*. Factsheet. London: CIPD.  
Available at: [www.cipd.co.uk/subjects/hrpract/general/hrshrsce.htm](http://www.cipd.co.uk/subjects/hrpract/general/hrshrsce.htm)
7. Chartered Institute of Personnel and Development. (2009) *HR shared service centres [online]*. Factsheet. London: CIPD.  
Available at: <http://www.cipd.co.uk/subjects/hrpract/general/hrshrsce.htm>
8. Chartered Institute of Personnel and Development. (2009) *Identifying learning and training needs [online]*. Factsheet. London: CIPD.  
Available at: [www.cipd.co.uk/onlineinfodocuments/atozresources.htm](http://www.cipd.co.uk/onlineinfodocuments/atozresources.htm)

## Websites

1. [www.cipd.co.uk/cpd](http://www.cipd.co.uk/cpd)  
Continuous professional development (CPD) information on the website of the Chartered Institute of Personnel and Development (CIPD)
2. [www.cipd.co.uk/subjects/perfmangmt/appfdbck](http://www.cipd.co.uk/subjects/perfmangmt/appfdbck)  
Links to CIPD's top resources on performance appraisal and feedback in general, including factsheets, research, books, courses and more
3. [www.instituteofcustomerservice.com](http://www.instituteofcustomerservice.com)  
Website of the Institute of Customer Service