



## Delta Module Three: English Language Teaching Management, reading and reference list

There is a huge amount of literature in the field of Management and Leadership, some of it useful, some honest and some accessible.

The following is based on research done by eltconcourse.com with additions from the Cambridge University recommended reading and reference list for the Management choice for Module Three (updated end 2021), from which non-accessible references have been removed.

The categories used here may overlap so some references appear more than once. Websites change so you may have to do some searching if things have moved.

### Essentials

A relevant source of articles and activities directly related to ELT management is the ELT Leadership and Management Special Interest Group (SIG, of the International Association of Teachers of English as a Foreign Language (IATEFL), <https://lamsig.iatefl.org/>

That site suggests the following as a limited but essential bibliography:

British Council 2019 Apply to become and accredited centre, <https://www.britishcouncil.org/education/accreditation/information-centres/application>

Christison, MA & Murray, DE (Eds, 2009, *Leadership in English Language Education*, New York & London: Routledge

Coombe, C, McCloskey, M, Stephenson, L, & Anderson, N (eds.), 2008, *Leadership in English Language Teaching and Learning*, Ann Arbor, MI: University of Michigan Press

Cornish, P, 2006, *The Language School Leader's Guide to BASIC marketing and Planning*, IATEFL Leadership & Management SIG Newsletter 37

Kennedy, C, 2013, *Models of Change and Innovation* in Hyland, K, & Wong (Eds.), LCL

White, R, Hockley, A, van der Horst Jansen, J, & Laughner, M, 2008, *From Teacher to Manager: Managing language teaching organizations*, Cambridge: Cambridge University Press

## Management, General and Educational

- Bell, T, & Bell, L (eds.), 2002, *Educational Management: Principles and Practice*, London: Paul Chapman
- Bennet N, & Preedy M, eds., 2003, *Organizational effectiveness and improvement in education*, Buckingham: Open University Press
- Bennett, N, Crawford M & Cartwright M (eds.), 2003, *Effective Educational Leadership*, London: Paul Chapman
- Blenkin, GM, Edwards, G & Kelly, AV, 1997, *Perspectives on educational change*, in Harris A, Bennet N & Preedy M, (Eds.), *Organizational effectiveness and improvement in education*, Buckingham: Open University Press
- Boddy, D, 2017, *Management: An Introduction*, Seventh Edition, Harlow: Pearson Education Limited
- Brace, I, 2004, *Questionnaire Design: How to Plan, Structure and Write Survey Material for Effective Market Research*, London: Kogan Page Ltd.
- Bush, T, & Bell, L, (eds.) ,2002, *Educational Management: Principles and Practice*, London: Paul Chapman
- Dijesh K, J, & Roseline R, M, 2017, *Analysis of change models and evolving business strategies for proposed change in dynamic environment* in International Research Journal of Engineering and Technology (IRJET, Volume: 04 Issue: 03 | Mar 2017
- Drucker, PF, 1955, *The Practice of Management*, London: Heinemann
- Essential Managers Series published by Dorling Kindersley: <https://www.dk.com/uk>
- Everard, KB, Morris, G, & Wilson, I, 2004, *Effective School Management* 4<sup>th</sup> edition, London: Paul Chapman
- Fullan, M, 2001, *The New Meaning of Educational Change*, London: Routledge Farmer
- Handy, C, & Aiken, J, 1990, *Understanding Schools as Organisations*, Oxford: Oxford University Press
- Handy, C, ,1990, *Inside Organisations*, London: BBC Books
- Hiatt J, 2006, *Adkar: A model for change in business, government and our society*, Prosci Research, <https://www.prosci.com/resources/downloads>
- Kotter, JP ,2011, *Leading Change*, In Kotter, J, P, Kim, W, C, & Mauborgne, R, A, *HBR's 10 Must Reads on Change Management*, Harvard Business School Press
- Kotter, JP, Kim, WC, & Mauborgne, RA, 2011, *HBR's 10 Must Reads on Change Management*, Harvard Business Press
- Kritsonis, A, 2004, *Comparison of Change Theories*, International Journal of Scholarly Academic Intellectual Diversity, Volume 8 Number 1
- Law, S & Glover, D, 2000, *Educational Leadership and Learning*, Buckingham: Open University Press
- MacBeath, J & Mortimer, P (eds.), 2001, *Improving School Effectiveness*, Buckingham: Open University Press
- MacGilchrist, B, 2003, *Has school improvement passed its sell-by date?* London: Institute of Education
- Markee, N, ,1997, *Managing Curricular Innovation*, Cambridge: CAMBRIDGE UNIVERSITY PRESS
- Middlewood, D, & Lumby, J, 2002, *Strategic Management in Schools and Colleges*, London: Paul Chapman
- Mindtools, 1996-2019, *Appreciative Inquiry: Solving Problems by Looking at What's Going Right*, [https://www.mindtools.com/pages/article/newTMC\\_85.htm](https://www.mindtools.com/pages/article/newTMC_85.htm)
- Mindtools, 1996-2019, *Plan-Do-Check-Act (PDCA) Continually improving, in a Methodical Way*, [https://www.mindtools.com/pages/article/newPPM\\_89.htm](https://www.mindtools.com/pages/article/newPPM_89.htm)

- Mintzberg, H, 1983, *Structure in Fives Designing Effective Organizations*, New Jersey: Prentice Hall
- Mintzberg, H, 2001, *Strategic Safari*, Eaglewood Cliffs: Prentice-Hall
- Moi, A, 2009, *Successful Manager's Handbook*, London: Dorling Kindersley
- Morden, T, 2007, *Principles of Strategic Management*, 3<sup>rd</sup> Edition, Hampshire: Ashgate Publishing Ltd
- Mortimore, P, & MacBeath, J, 2001, *School effectiveness and improvement: the story so far*, in J, MacBeath & P, Mortimore (eds.), *Improving School Effectiveness*, Buckingham: Open University Press
- Mullins, LJ, 2010, *Management and Organisational Behaviour*, Ninth Edition, Harlow: Pearson Education Limited
- Mullins, LJ, 2011, *Essentials of Organisational Behaviour*, Essex: Pearson Education Limited
- Murgatroyd, S, and Morgan, C, 1993, *Total Quality Management and the School*, Buckingham: Open University Press
- Preedy, M, Glatter, R, & Wise, C, (eds.) ,2003, *Strategic Leadership and Educational Improvement*, London: Paul Chapman
- Pugh, D, (Ed.),1997, *Organisational Theory: Selected Readings*, London: Penguin
- Robbins, S & Judge, TA, 2010, *Organizational Behaviour* 13<sup>th</sup> edition, Harlow, Pearson Education Limited
- Sallis, E, 2002, *Total Quality Management in Education*, Sterling USA: Stylus Publishing Inc
- Srikathan, G, & Dalrymple, J, 2003, *Developing alternative perspectives for quality in higher education*, *International Journal of Educational Management* 17(3), 126-136
- Stewart, DW, and Shamdasani, PN, 2014, *Focus groups: Theory and practice (Applied Social Research Methods*, California: Sage Publications
- Stoll & Fink ,1996, *Changing our Schools: Linking School Effectiveness and School Improvement*, Buckingham: Open University Press
- Stoll, L, 2003, *School culture and improvement*, In M, Preedy, R, Glatter & C, Wise (eds.) *Strategic Leadership and Educational Improvement* (pp 92-108, London: Paul Chapman
- Taylor, A, and Hill F, 1997, *Quality Management in Education*, in Harris, A, Bennet, N, and Preedy, M, ed, 997, *Organizational effectiveness and improvement in education*, Buckingham: Open University Press
- Worley, CG, & Mohrman, SA, 2014, *Is change management obsolete?* *Organizational Dynamics*, 43, 3, 214-224

## ELT Management

- British Council 2019 Apply to become and accredited centre, <https://www.britishcouncil.org/education/accreditation/information-centres/application>
- Christison, MA & Murray, DE (Eds), 2009, *Leadership in English Language Education*, New York & London: Routledge
- Cornish, P, 2006, *The Language School Leader's Guide to BASIC Marketing and Planning*, IATEFL Leadership & Management SIG Newsletter 37
- Kennedy, C, 2013, *Models of Change and Innovation* in Hyland, K, & Wong, LCL, 2013, *Innovation and change in English language education*, London: Routledge
- Lamie JM, 2005, *Evaluating Change in English Language Teaching*, London: Palgrave Macmillan

- Markee, N, 1997, *Managing Curricular Innovation*, Cambridge: Cambridge University Press
- Mattacott, H, 1995, *101 things to consider as a Director of Studies*, ELT Management Newsletter, no, 18, June pp11-13
- McGowan, A, 1996, *The Role of Marketing in ELT*, IATEFL Leadership & Management SIG Newsletter 20
- Pickering, G, 1994, *How to delight your customers*, ELT Management Newsletter, 16
- Pickering, G, 2016, *Reaching Level 3 CPD in LTOs*, IATEFL Leadership and Management SIG Newsletter Issue 47 pp 9-13
- Richards, JC ,2001, *Curriculum Development in Language Teaching*, Cambridge: Cambridge University Press
- Walker, J, 2001, *Client views of TESOL service: expectations and perceptions*, The International Journal of Educational Management, 15(4), 187-196
- Walker, J, 2010, *Service, satisfaction and climate: perspectives on management in English language teaching*, Bingley, UK: Emerald Group Publishing Limited
- Walker, J, 2011, *Being professional in English language teaching services: a Delphic panel study*, Quality Assurance in Education, 19(4) pp. 307-334
- White, R, Hockley, A, van der Horst Jansen, J, & Laughner, M, 2008, *From Teacher to Manager: Managing language teaching organizations*, Cambridge: Cambridge University Press
- White, R, Martin, M, Stimson, M, and Hodge, R, 1991, *Management in English Language Teaching*, Cambridge: Cambridge University Press

### Change Management

- Fullan M, 2001, *The New Meaning of Educational Change* 3<sup>rd</sup> edition, London: Routledge
- Kennedy, C, 1988, *Evaluation of the management of change in ELT Projects*, Applied Linguistics, 9/4, 329-342
- Kennedy, C, Doyle P & Goh, C (eds.), 1999, *Exploring Change in English Language Teaching*, Oxford: Macmillan
- Kennedy, J, & Kennedy, C, 1998, *Levels, linkages, and networks in cross-cultural innovation*, System, 26:455-469
- Kotter, J, 1996, *Leading Change*, Boston, Harvard Business School Press
- Markee, N, 1993, *The diffusion of innovation in language teaching* in William Grabe (ed.), 1993, Annual Review of Applied Linguistics, Vol, 13, Cambridge: Cambridge University Press
- Murray, DE (ed.), 2008, *Planning Change, Changing Plans: Innovations in second language teaching*, Ann Arbor, MI: University of Michigan Press
- Oraffi, SMS, & Borg, S, 2009, *Intentions and realities in implementing communicative curriculum reform*, System, Volume 37/2: 243-253
- Rogers, EM, 2003, *The Diffusion of Innovations* 5<sup>th</sup> edition, New York: Free Press
- Stoller, FL, 1997, *The catalyst for change and innovation*, in Christison & Stoller (eds, 1997, A Handbook for Language Program Administrators, Burlingame, CA, Alta Book Centre, pp, 33-48
- Waters, A & Vilches, MLC, 2001, *Implementing ELT innovations: A needs analysis framework*, ELT Journal, 55, 2, 133-141
- Waters, A, 2009, *Managing innovation in English language education* in Language Teaching, 42:4, pp 421-458
- Weddell, M, 2009, *Planning for Educational Change — putting people and their contexts first*, London: Continuum

## Project management

Heyworth, F A, 2002, *Guide to Project Management*, Graz, Austria, Council of Europe Publishing

Roberts, P, 2011, *Effective Project Management*, London: Kogan Page

Rowe, S, 2006, *Project Management for Small Projects*, London: Kogan Page

Young, TL, 2010, *Successful Project Management*, London: Kogan Page

For a good deal more (free, go to <http://www.open.edu/openlearn/> and enter 'project management' in the search box.

## Academic management

ASQ Learn About Quality, 2019, *What is the Plan-Do-Check-Act (PDCA, Cycle)?* (online, <https://asq.org/quality-resources/pdca-cycle>)

Clark, D, 2004, *Organizations and Performance*, <http://www.nwlink.com/~Donclark/performance/organizational.html>

Clutterbuck, D, 2002, *Mentoring and diversity: an international perspective*, Oxford: Butterworth Heinemann

Clutterbuck, D, 2004, *Everyone Needs a Mentor: Fostering talent in your organisation* 2<sup>nd</sup> edition, London: Chartered Institute of Personnel and Development

De Bono, E, 2000, *Six Thinking Hats*, London: The Penguin Group

Edge, J (ed.), 2002, *Continuing Professional Development — Some of Our Perspectives*, Canterbury: IATEFL

Emmot, M, 2001, *The Psychological Contract: Managers Do Make a Difference*, British Journal of Administration Management, September/October p15

Fletcher, C, 2007, *Appraisal, Feedback and Development Making Performance Review Work* 2<sup>nd</sup> edition, London: Routledge

Fletcher, S, 2000, *Mentoring in Schools: A Handbook of Good Practice*, London: Routledge Falmer

Foord, D, 2009, *The Developing Teacher: Practical activities for professional development*, Peaslake: Delta

Forsyth, C, 2008, *Improving Your Coaching and Training Skills*, London: Kogan Page

Graves, K, 2000, *Designing Language Courses: a guide for teachers*, Boston, MA: Heinle & Heinle

Harzing, A-W, Reiche, BS, and Pudelko, M, 2013, *Challenges in international survey research: a review with illustrations and suggested solutions for best practice*, European Journal of International Management, Vol, 7, No, 1, pp.112–134, (online, <https://www.inderscience.com/info/inarticle.php?artid=52090>)

Hunt, N, 2010, *Setting Up and Running Effective Staff Appraisals and Feedback Review Meetings*, Oxford: How To Books

Irwin, RD, 1990, *Total Quality: A Manager's Guide for the 1990s*, London: Kogan Page

James, P, 2001, *Teachers in Action*, Cambridge : Cambridge University Press

Lock, D, 2017, *The Essentials of Project Management*, Hampshire Gower Publishing Ltd

Malderez, A & Bodoczky, C, 1999, *Mentor Courses*, Cambridge: Cambridge University Press

Malderez, A & Wedell, M, 2007, *Teaching Teachers: Processes and Practices*, Cambridge: Cambridge University Press

Meggison, D & Clutterbuck, D, 2005, *Techniques for Coaching and Mentoring*, Burlington, MA: Elsevier Butterworth-Heinemann

Murgatroyd, S, & Morgan, C, 1993, *Total Quality Management and the School*, Buckingham: Open University Press

Parsloe, E and Wray, M, 2000, *Coaching and Mentoring*, London: Kogan Page

Prosci Inc, *The Prosci Adkar Model*, <https://www.prosci.com/adkar/adkar-model>

Randall, M, with Thornton, B, 2001, *Advising and Supporting Teachers*, Cambridge: Cambridge University Press

Renton, J, 2009, *Coaching and Mentoring: What They Are and How to Make the Most of Them*, London: the Economist & Profile Books Limited

Richards, JC & Farrell, TSC, 2005, *Professional Development for Language Teachers: Strategies for Teacher Learning*, Cambridge : Cambridge University Press

Richards, JC & Renandya, WA (eds.), 2002, *Methodology in language teaching: an anthology of current practice*, Cambridge : Cambridge University Press

Richards, JC, 2001, *Curriculum Development in Language Teaching*, Cambridge: Cambridge University Press

Rogers, J, 2008, *Coaching Skills: a Handbook 2<sup>nd</sup> ed.*, Buckingham: Open University Press

Smart, JK, 2003, *Real Coaching and Feedback: How to help people improve their performance*, Harlow: Pearson Education

Tomlinson, B (ed.), 1998, *Materials Development in Language Teaching*, Cambridge: Cambridge University Press

Tomlinson, P, 1998, *Understanding Mentoring: Reflective strategies for school-based preparation*, Buckingham: Open University Press

Wilson, J & Gislason, M, 2009, *Coaching Skills for Nonprofit Managers and Leaders: Developing people to achieve your mission*, London: John Wiley

## Human Resource Management

Allen, K; & Economy, P, 2008, *Complete MBA For Dummies*, Wiley

Armstrong, M, 2010, *How to Manage People*, London: Kogan Page

Armstrong, M, 2020, *Handbook of Human Resource Management Practice*, 15th Edition, Kogan Page

Arnold, J, Silvester, J, Cooper, C, L, Robertson, IT, & Patterson, F, M, 2016, *Work psychology: Understanding human behaviour in the workplace* (6<sup>th</sup> ed.) Pearson Education

Beardwell, J, Gold, J, Beardwell, J, Holden, R, Iles, P & Steward, J, 2009, *Human Resource Management*, London: Pitman

Buckley, M, R, Beu, DS, Frink, DD, Howard, JL, Berkson, H, Mobbs, TA, & Ferris, GR, 2001, *Ethical issues in human resources systems*, Human resource management review, 11,1-2, 11-29

Caulfield, J, 2019, *How to do thematic analysis*, <https://www.scribbr.com/methodology/thematic-analysis/>

Drucker, P, F, ,1995, *People and performance: The best of Peter Drucker on management*, London: Routledge

Drucker, P, F, 2014, *The essential Drucker*, London: Routledge

Egan, G, ,1995, *A clear path to peak performance*, People Management, 1,10, 34-36

Grant, M, *Strength, Weakness, Opportunity, and Threat* (SWOT, Analysis, <https://www.investopedia.com/terms/s/swot.asp>)

- Hofstede Insights, Country comparison, <https://www.hofstede-insights.com/country-comparison/>
- Kupersmith, K, 2013, *Business Analysis For Dummies*, Wiley
- Lavrakas, P, J, 2008, *Encyclopedia of survey research methods*, Sage Publications
- Mann, S, 2016, *The research interview: Reflective practice and reflexivity in research processes*, Palgrave Macmillan
- Mathis, R, & Jackson, J, 2011, *Human Resource Management*, South-Western, Cengage Learning
- Maxwell, J, C, 2003, *Five levels of leadership*, Maximum Impact, Mindtools Content Team [a], Stakeholder Analysis: Winning Support for Your Projects
- Mindtools Content Team [b], McKinsey 7-S Framework: *Making Every Part of Your Organization Work in Harmony*, [https://www.mindtools.com/pages/article/newSTR\\_91.htm](https://www.mindtools.com/pages/article/newSTR_91.htm)
- Mintzberg, H, 2013, *Managing* (Financial Times Series, Pearson Education Limited
- Nelson, B, 2010, *Managing For Dummies*, Wiley
- Organization for Economic Co-operation and Development, 2009, *Teacher evaluation: A conceptual framework and examples of country practices*, Organization for Economic Co-Operation and Development
- Robbins, SP & Coulter, MA, 2018, *Management*, Global Edition, Pearson
- Schmidt, T, 2009, *Strategic project management made simple: Practical tools for leaders and teams*, John Wiley & Sons

## Marketing

- Brooksbank, R, 1996, *The BASIC marketing planning process: a practical framework for the smaller business*, MCB University Press
- Camilleri, M, A, 2018, *Market Segmentation, Targeting, and Positioning*, In Travel Marketing, Tourism Economics, and the Airline Product, Springer, Cham, Switzerland
- Edward A, Evans and Fredy H, Ballen, 2015, *Eight Steps to Developing A Simple Marketing Plan*, Food and Resource Economics Department, UF/IFAS Extension
- Freytag, Per & Hollensen, Svend, 2001, *The process of benchmarking, benchlearning, and benchaction*, The TQM Magazine, 13, 25-34, 10.1108/09544780110360624
- Hussain, S, Shen, L, Akram, T & Haider, M, 2018, *Kurt Lewin's process model for organizational change: The role of leadership and employee involvement: A critical review*, Journal of Innovation & Knowledge, Volume 3, Issue 3, September–December 2018, Pages 123-127
- Jobber, D, 2004, *Principles and Practices of Marketing* 6<sup>th</sup> ed., London, McGraw-Hill
- Karlíček, M, Tomek, I & Křížek, M, 2010, *Word-of-Mouth Marketing: An Integrated Model*, Ekonomika Management
- Kotler, P, Armstrong, G, Saunders, J & Wong, J, 2008, *Principles of Marketing*, London: Pearson/Prentice Hall
- Kotler, Philip, 2000, *Marketing Management: The Millennium Edition*
- Kotter, JP & Schlesinger, LA, 2013, *Choosing Strategies for Change*, Harvard: Harvard Business Review

- Laurie J, Mullins, 2005, *Management And Organisational Behaviour*, 7<sup>th</sup> ed., Pearson Education Limited
- Lois R, Harris, T, L, Brown ,2010, *Mixing interview and questionnaire methods: Practical problems in aligning data*, Practical Assessment, Research & Evaluation, Vol 15, No 1
- Losey, M, Meisinger, S, & Ulrich, D, (eds.) ,2005, *Future of Human Resource Management*, John Wiley & Sons, Inc
- Mankins, M & Steele, R, 2005, *Turning Great Strategy into Great Performance*, Harvard: Harvard Business Review
- Marketing tools, Market Business News, [online] Available at <https://marketbusinessnews.com/financial-glossary/marketing-tools/>
- McDonald, HHB, 1989, *Marketing Plans: How to prepare them, how to use them* 2<sup>nd</sup> edition, London: Heinemann Professional Publications
- Meera Singh, 2012, *Marketing Mix of 4P'S for Competitive Advantage*, IOSR Journal of Business and Management Volume 3, Issue 6 pp 40-45
- Merlo, O, and Bell, S, 2007, *The role of marketing departments in entrepreneurial firms and its impact on the market orientation-performance relationship*, Cambridge Jude Business School
- Owens, R, & Valesky, TC, 2007, *Organizational behavior in education: Adaptive leadership and school reform* (9<sup>th</sup> ed.) Boston, MA: Pearson/Allyn and Bacon
- Passenheim, O, 2010, *Project Management*, Olaf Passenheim & Ventus Publishing ApS
- Perreault, Jr., WD, Cannon, JP & McCarthy, EJ ,2017, *Essentials of Marketing*, McGraw-Hill Education
- Sales and Marketing Questionnaires: <https://www.sample.net/form/questionnaire/sales-and-marketing-questionnaires/#>
- Senge, P, ,1990, *The Fifth Discipline: The Art and Practice of the Learning Organization*, Currency and Doubleday
- Westwood, J, 2010, *How to Write a Marketing Plan*, London: Kogan Page

## Customer Services

- Allen, IE, & Seaman, CA, 2007, *Likert scales and data analyses*, Quality Progress, 40(7), 64-65, <http://rube.asq.org/quality-progress/2007/07/statistics/likert-scales-and-data-analyses.html>
- Carpenter,A, & Bach, CN, 2011, *Administrative and academic structures: for-profit and not-for-profit*, in Kazeroony, H, (Ed.), *The strategic management of higher education serving students as customers for institutional growth* ,1<sup>st</sup> ed., New York, NY
- Cole, K, 2016, *Management theory and practice*, 6<sup>th</sup> ed., South Melbourne, Victoria: Cengage Learning
- Cook, S, 2004, *Measuring customer service effectiveness*, Burlington, VT: Gower House
- Cristobal, E, & Llurda, E, 2006, *Learners' preferences regarding types of language school: an exploratory market research*, System, 34, pp, 135-148
- Daft, R, 2016, *Organization theory and design*, 12<sup>th</sup> ed., Boston Mass.: Cengage Learning
- Hanson, D, Hitt, Michael A, Ireland, R, Duane, & Hoskisson, Robert E, 2014, *Strategic management: Competitiveness and globalisation* (5th Asia-pacific ed.)
- Heskett, J, Jones, TO, Loveman, GW, Sasser, WE, Jr., & Schlesinger, LA, 1994, *Putting the service-profit chain to work*, Harvard Business Review, 72,2, 160-170
- Hiatt, Jeff & Hiatt, Jeffrey, 2006, *ADKAR: A Model for Change in Business, Government and Our Community*, Prosci Research



- Lucas, RW, 2015, *Customer Service Skills for Success* 6<sup>th</sup> edition, New York: McGraw Hill
- McLanachan, D, 2012, *Successful customer care in a week*, London: Teach Yourself
- Mintzberg, H, ,1983, *Structure in fives: Designing effective organizations*, Englewood Cliffs, N.J.: Prentice-Hall
- Nash, S, & Nash, Derek, 2000, *Exceeding customer expectations: Find out what your customers want - and give them even more*, Oxford: Pathways
- Simpkins, T, 2003, *Reform, accountability and strategic choice in education*, in Preedy, M, Glatter, R, Wise, C, & Open University (eds.), *Strategic leadership and educational improvement*, London: Paul Chapman
- Sultan, P, & Ho, Y, W, 2012, *Service quality in a higher education context: An integrated model*, Asia Pacific Journal of Marketing and Logistics, 24(5), 755-784, doi:<http://dx.doi.org.auclandlibraries.idm.oclc.org/10.1108/13555851211278196>
- Walker, J, 1997, *Blueprinting the EFL service provision* in ELT management, 24 July 1997, pp, 18-22
- Walker, J, 2001, *Client views of TESOL: expectations and perceptions* in The International Journal of Educational Management, 15/4, pp.187-196
- Walker, J, 2003, *Client satisfaction with English language centre service: insights from a New Zealand national survey*, The International Journal of Educational Management, 17/7, pp, 294-302
- Walker, J, 2010, *Service, Satisfaction and Climate: Perspectives on management in English Language Teaching*, Bingley: Emerald
- Wellington, P, 2010, *Effective Customer Care*, London: Kogan Page

## Web sites

Wikipedia provides introductions and leads to sources on management topics.

<https://www.businesswire.com/portal/site/home/my-business-wire/> requires free registration, and maintains a business library of on-line articles.

Big Dog and Little Dog's Bowl of Biscuits is at <http://knowledgejump.com/> and is a useful source of material.

<https://businessdictionary.info/> provides useful, short definitions of key terms.

<https://www.businessballs.com/> covers a range of business and management topics.

<https://managementhelp.org/> is a free management library.

<https://www.open.edu/openlearn/> The Open University Open Learn has a number of very good study units on business and management.

<https://www.provenmodels.com> has some interesting material but you need to search for it.

<http://www.quickmba.com/mgmt/> also contains a database of articles and advice pages.

<http://tesl-ej.org/wordpress> TESL-EJ is an on-line, refereed journal with a wide range of papers on academic and professional issues and research.

<https://www.12manage.com> contains a range of management-related topics.