BIBLIOGRAPHY

Chalmers, James. *Organising Effective Training*. Hong Kong: Grolier International Inc., 2003

Craumer, Martha. "When the Direct Approach Backfires, Try Indirect Influence" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 140-148

Gary, Loren. "How to Bring About Change by Paying Attention to What You and Others Say" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 30-37

Morgan, Nick. "Are You Standing in the Way of Your Own Success?" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 82-85

Morgan, Nick. "The Truth Behind the Smile and Other Myths" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 73-81

Simpson, Liz. "Get Around Resistance and Win Over the Other Side" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 97-106

Stedman, William. A Guide to Public Speaking second edition. New Jersey: Prentice-Hall Inc., 1981

Turnbull, Harley. *Investing in People*, Hong Kong: Grolier International Inc., 2001

Wreden, Nick. "How to Make Your Case in 30 Seconds or Less" In *Face-to-Face Communications for Clarity and Impact*. Boston: Harvard Business School Publishing Corporation, 2004, pp 38-45

Internet Websites:

http://canfield.etext.net/Chapter2.htm (19/01/2006)

http://grove.ufl.edu/~mleslie/Pres2.htm (19/01/2006)

http://www.prenhall.com/pauline/Episode2.htm (19/01/2006)