

REFERENCES

Chapter 1

1. Studd, S. (1998). *Herbert Chapman football emperor: A study in the origins of modern soccer*. London, UK: Souvenir Press Ltd.
2. Gawande, A. (2017). Want to get great at something, get a coach. Retrieved from https://www.ted.com/talks/atul_gawande_want_to_get_great_at_something_get_a_coach?language=en. Accessed on January 08, 2018.
3. The Sales Management Association. (2018). Research brief, sales coaching practices. Retrieved from <https://salesmanagement.org/resource/sales-coaching-practices/research-brief-sales-coaching-practices/> Accessed on February 04, 2019.
4. Freifeld, L. (2018). 2018 industry training report. Retrieved from <https://trainingmag.com/trgmag-article/2018-training-industry-report/>
5. CSO and Miller Heiman Group. (2019). All that glitters is not gold: 2019 World-Class Sales Practices Study. Retrieved from <https://www.millerheimangroup.com/uk/resources/news/cso-insights-and-miller-heiman-group-releases-2019-world-class-sales-practices-study-all-that-glitters-is-not-gold/>. Accessed on August 23, 2019.
6. Dixon, M. and Adamson, B. (2011). The dirty secret of effective sales coaching. *Harvard Business Review*. Retrieved from <https://hbr.org/2011/01/the-dirty-secret-of-effective>. Only available in web version. Accessed on February 15, 2019.
7. De Meuse, K.P., Dai, G. and Lee, R.J. (2009). Evaluating the effectiveness of executive coaching: Beyond ROI? *Coaching: An International Journal of Theory, Research and Practice*, 2(2), pp. 117–134.
8. Dweck, C. (2012). *Mindset: Changing the way you think to fulfil your potential*. New York, NY: Ballantine Books.

Chapter 2

1. Kahneman, D. (2011). *Thinking, fast and slow*. New York, NY: Macmillan.
2. Covey, S.R. (2004). *The 7 habits of highly effective people: Powerful lessons in personal change*. New York, NY: Simon & Schuster.

3. Bradberry, T. and Greaves, J. (2009). *Emotional Intelligence 2.0*. San Diego, CA: TalentSmart.
4. Goleman, D. (2006). *Emotional intelligence*. New York, NY: Bantam Books.
5. Lieberman, M.D. (2013). *Social, why our brains are wired to connect*. Oxford, UK: Oxford University Press.
6. Bergland, C. (2017). How do neuroplasticity and neurogenesis rewire your brain. *Psychology Today*. Retrieved from <https://www.psychologytoday.com/us/blog/the-athletes-way/201702/how-do-neuroplasticity-and-neurogenesis-rewire-your-brain>, Posted 6th of February 2017. Accessed on August 12, 2019.
7. Blakey, J. (2016). *The trusted executive: Nine leadership habits that inspire results, relationships and reputation*. London, UK: Kogan Page Publishers.
8. Perarnau, M. (2014). *Pep confidential: Inside Pep Guardiola's first season at Bayern Munich*. New York, NY: Birlinn.
9. Jackson, P. and Delehanty, H. (2014). *Eleven rings: The soul of success*. New York, NY: Penguin.
10. Mills, I., Ridley, M., Laker, B. and Chapman, T. (2017). *The sales persons secret code: The belief systems that distinguish winners*. London, UK: LID Publishing.
11. Duhigg, C. (2013). *The power of habit: Why we do what we do and how to change*. New York, NY: Random House.
12. Ericsson, A. and Pool, R. (2016). *Peak: Secrets from the new science of expertise*. Boston, MA: Houghton Mifflin Harcourt.

Chapter 3

1. Mills, I., Ridley, M., Laker, B. and Chapman, T. (2017). *The sales persons secret code: The belief systems that distinguish winners*. London, UK: LID Publishing.
2. Jackson, P. and Delehanty, H. (2014). *Eleven rings: The soul of success*. New York, NY: Penguin.
3. Rousseau, D.M., Sitkin, S.B., Burt, R.S. and Camerer, C. (1998). Not so different after all: A cross-discipline view of trust. *Academy of Management Review*, 23(3), pp. 393–404.
4. Kline, N. (2009). *More time to think: A way of being in the world*. Poole-in-Wharfedale, UK: Fisher King Publishing.
5. Lewis, M. (2004). *Moneyball: The art of winning an unfair game*. New York, NY: W. W. Norton & Company.
6. Franks, I. and Hughes, M. (2016). *Soccer analytics: Successful coaching through match analysis*. Maidenhead, UK: Meyer & Meyer Sport.

7. Rosenburg, M. (2013). *Spotlight on learning styles*. Surrey, UK: Delta Publishing.
8. Walker, C. (2014). *From contempt to curiosity*. Portchester: Clean Publishing.
9. Rock, D. (2010). Your brain at work: Strategies for overcoming distraction, regaining focus, and working smarter all day long. *Journal of Behavioral Optometry*, 21(5), p. 130.
10. Rock, D. (2009). Managing with the brain in mind. PwC Strategy or (Extracted from Managing with the brain in mind. *Strategy & Business* issue 56, Autumn 2009).
11. Stone, D. and Heen, S. (2015). *Thanks for the feedback: The science and art of receiving feedback well (even when it is off base, unfair, poorly delivered, and frankly, you're not in the mood)* (Vol. 36, No. 10). London, UK: Penguin.
12. Medeiros, J. (2018). *Game changers: How a team of underdogs and scientists discovered what it takes to win*. London, UK: Little, Brown Book Group.
13. Ericsson, A. and Pool, R. (2016). *Peak: Secrets from the new science of expertise*. Boston, MA: Houghton Mifflin Harcourt.
14. Jones, P., Jowitt, A. and Holton, V. (2016). *How to coach your team: Release team potential and hit peak performance*. New York, NY: Pearson UK.
15. Amabile, T. and Kramer, S. (2011). *The progress principle: Using small wins to ignite joy, engagement, and creativity at work*. Boston, MA: Harvard Business Press.
16. Duhigg, C. (2012). *The power of habit: Why we do what we do in life and business*. New York, NY: Random House.
17. Berkman, E. (September 2017). The neuroscience of goals and behaviour change. *Consulting Psychology Journal Practice and Research*, 1st March 2018, 70(1), 28–44.
18. Fitzgerald, M. (2016). *How bad do you want it? Mastering the psychology of mind over muscle*. London, UK: Aurum Press Limited.
19. Hughes, D. (2018). *The Barcelona way: How to create a high-performance culture*. London, UK: Pan Macmillan.

Chapter 4

1. Mills, I., Ridley, M., Laker, B. and Chapman, T. (2017). *The sales persons secret code: The belief systems that distinguish winners*. London, UK: LID Publishing.
2. Fitzgerald, M. (2016). *How bad do you want it? Mastering the psychology of mind over muscle*. London, UK: Aurum Press Limited.
3. Bozer, G. and Jones, R.J. (2018). Understanding the factors that determine workplace coaching effectiveness: A systematic literature review. *European Journal of Work and Organizational Psychology*, 27(3), pp. 342–361.

4. Dahling, J.J., Taylor, S.R., Chau, S.L. and Dwight, S.A. (2016). Does coaching matter? A multilevel model linking managerial coaching skill and frequency to sales goal attainment. *Personnel Psychology*, 69(4), pp. 863–894.
5. Whitmore, J. (2010). *Coaching for performance: Growing human potential and purpose: The principles and practice of coaching and leadership*. London, UK: Hachette UK.
6. https://www.goodreads.com/author/quotes/3503.Maya_Angelou.

Chapter 5

1. Jackson, P. and Delehanty, H. (2014). *Eleven rings: The soul of success*. New York, NY: Penguin.
2. Bradford, S.K., Rutherford, B.N. and Friend, S.B. (2017). The impact of training, mentoring and coaching on personal learning in the sales environment. *International Journal of Evidence Based Coaching and Mentoring*, 15(1), p. 133.
3. Eichinger, R. and Lombardo, M. (1996). *The Career Architect Development Planner*. Minneapolis, MA: Lominger.
4. Rosen, K. (2008). *Coaching salespeople into sales champions: A tactical playbook for managers and executives*. Hoboken, NJ: John Wiley & Sons.
5. Alexander, G. (2006). Behavioural coaching – The GROW model. In J. Passmore (Ed.), *Excellence in coaching: The industry guide* (pp. 61–72). Philadelphia, PA: Kogan Page.
6. Whitmore, J. (2002). *Coaching for performance*. London, UK: Nicholas Brealey Publishing.
7. Passmore, J., Brown, H., Wall, T., Stokes, P. and the European Coaching and Mentoring Research Consortium. (2018). *The state of play in coaching in the United Kingdom*. Henley-on-Thames, UK: Henley Business School.
8. Passmore, J. (ed.). (2015). *Excellence in coaching: The industry guide*. Philadelphia, PA: Kogan Page Publishers.
9. Atkins, C. (2016). Unlocking the power of data in sales. McKinsey. Retrieved from <https://www.mckinsey.com/business-functions/marketing-and-sales/our-insights/unlocking-the-power-of-data-in-sales#>, Accessed on May 05, 2019.
10. Skiffington, S. and Zeus, P. (2003). *Behavioral coaching: How to build sustainable personal and organizational strength* (p. X1, Preface). Sydney; New York, NY; and London: McGraw-Hill.
11. Whitney, D. and Cooperrider, D. (2011). *Appreciative inquiry: A positive revolution in change ReadHowYouWant.com*. San Francisco, NC: Berrett-Koehler Publishers.

12. Sinek, S. (2009). *Start with why: How great leaders inspire everyone to take action*. London, UK: Penguin.

Chapter 6

1. Perarnau, M. (2014). *Pep confidential: Inside Pep Guardiola's first season at Bayern Munich* (p. 330). New York, NY: Birlinn.
2. Lethaby, C. (October 18, 2017). *Four Perspectives to avoid 'Learning Styles' and one alternative*. Retrieved from <https://www.britishcouncil.org/voices-magazine/four-reasons-avoid-learning-styles-one-alternative>, Accessed on August 29, 2019.
3. Dixon, M. and Adamson, B. (2011). The dirty secret of effective sales coaching. *Harvard Business Review*. Retrieved from <https://hbr.org/2011/01/the-dirty-secret-of-effective>. Only available in web version. Accessed on February 15, 2019.

Chapter 7

1. HuffPost. (2013). Bill Clinton has a superpower, and mastering it can make you successful beyond belief. Retrieved from https://www.huffpost.com/entry/bill-clinton_n_3718956. Accessed on October 06, 2019.
2. Williamson, C. (2017). The importance of humility in leadership. Retrieved from <https://www.forbes.com/sites/forbescoachescouncil/2017/09/14/the-importance-of-humility-in-leadership/#55daa9032253>. Accessed on October 03, 2019.

Chapter 8

1. Weller, C. (2019). The 5 biggest biases that affect decision-making. Retrieved from <https://neuroleadership.com/your-brain-at-work/seeds-model-biases-affect-decision-making/>. Accessed on August 30, 2019.
2. Hofeld, D. (2017). Want to know what your brain does when it hears a question? Fast Company. Retrieved from <https://www.fastcompany.com/3068341/want-to-know-what-your-brain-does-when-it-hears-a-question>. Accessed on August 30, 2019.
3. Collins, J.C., Collins, J. and Porras, J.I. (2005). *Built to last: Successful habits of visionary companies*. London, UK: Random House.