Referencing source material

How do I reference the sources I have used?

If you use direct or indirect quotes in your assignment that are taken from an Impellus workbook, other publication or website, you must:

- Acknowledge the source of your quote within the text.
- Include the source in your bibliography (list of sources used) at the end of your assignment.

How to use quotes from an Impellus workbook

The following piece of text includes a **direct quote** taken from the Impellus Effective Communication Skills workbook. Direct quotes are placed inside quotation marks:

> Transactional analysis can be used to help explore the way we communicate by looking at the three ego states. "An ego state is simply a consistent set of related behaviours, thoughts and feelings." (Impellus, 2023, p. 20)

The following piece of text includes an **indirect quote** from the workbook. Quotation marks are not required and the wording does not have to match the original exactly:

> Transactional analysis can be used to help explore the way we communicate by looking at the three ego states. According to Impellus (2023) an ego state is a set of related behaviours, thoughts and feelings.

How to use quotes from a website, book or other publication

The following piece of text includes a **direct quote** taken from an article by Rebecca Peters on the CIPD website. Direct quotes are placed inside quotation marks:

> Effective internal communications are essential for organisational success. **"**A good communications plan will cover appropriate timing, content, style and the channels to be used." (Peters, 2023)

The following piece of text includes an **indirect quote** from the website. Quotation marks are not required and the wording does not have to match the original exactly:

> Effective internal communications are essential for organisational success. According to Peters (2023) a good communications plan will cover appropriate timing, content, style and channels.

Books and other publications: The same format using the author's name and date of publication would be used for books and other publications. If no author name is given on a website article use the name of the organisation instead.

How do I format my bibliography (list of sources used)?

At the end of your assignment, you must list all of the sources you have used. This should include the sources you have already mentioned within your assignment as well as all other source material you have used. This list is called the bibliography. You should format your bibliography based on the following examples:

Format for Impellus workbooks:

Impellus (2023) Effective Communication Skills, St Albans: Impellus.

This follows the format below which should always be used:

Organisation. (Year) *Workbook Title.* Location: Publisher.

Format for books and other publications:

Harris, Thomas A. (2012). *I'm OK – You're OK*. London: Arrow Books.

This follows the format below which should always be used:

Author's surname, first name and any initials. (Year of publication) *Book Title*. City where publisher is based: Publisher's name.

Format for websites:

Peters, R. (2023) *Employee communication.* Available at: <u>Employee communication | CIPD</u> (Accessed 3 January 2024).

This follows the format below which should always be used:

Author surname, initial. (Year of publication) *Web Page Title*. Available at: web address (Accessed Day Month Year).