

Review of “Making Quantum Leaps & Knowing Zero Limits” by Baljit Kaur Hayer
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Having to deliver and create a wide range of teaching resources and delivery sessions to a diverse group of learners can bring about their own barriers to education; this can be either or a combination of personal, social or educational. It is therefore sometimes difficult to motivate and progress the learners journey without overcoming with these barriers to learning first. The book titled '*Making Quantum Leaps and Knowing Zero Limits!*' has assisted me in being able to cross reference the literature to support many qualifications, courses, ILM and City and Guilds apprenticeships frameworks including Team Leading, Management, Customer Service, Business Administration, Retail and Sales.

I have been able to use this book as a guide and reference to overcome barriers to learning covering issues or lack of knowledge in the following areas; confidence issues, lack of self esteem, motivation, decision making skills, professional and profound customer services, problem solving skills, time management, negotiation and the importance of body language.

I have been able to refer to this book in motivating learners that are enrolled on to an ILM Leadership and Management qualification as I have been able to introduce them to literature that identifies the characteristics of a good and bad leader. By referring my learners to this literature, they have been able to effectively motivate their team and become highly effective leaders as well as using what they have learnt within their written assignments. These learners have also been able to pick up techniques on how to become assertive rather than passive or aggressive, hence assisting them in building positive relationships with their colleagues.

The chapter on assertiveness has also assisted me in expanding my own Continuous Personal Development which I have been able to pass on to those learners that are enrolled on to a Level 2 or 3 Business Administration and Customer Service apprenticeship. This chapter has been used as the foundation to develop on to other topics such as working under pressure, managing their time as well as meeting deadlines.

From a personal point of view, the book has opened my eyes and ways of thinking and becoming grateful for where I am and all that I have around me, *'thanking the universe'* has become a vital part of my day to day life. I have also started to follow the great beauty tips which will hopefully assist me in looking younger, feeling healthier and overall peace of mind.

Overall, there is so much information, knowledge and techniques that can be linked to one's personal and professional life. A great inspiring read!!