

Suggested Reading

Challenging Conversations:

- Fisher, Roger and Scott Brown. Getting Together: Building Relationships as We Negotiate. Boston: Houghton Mifflin & Co., 1988.
- Fisher, Roger and William Ury. Getting to Yes. Boston: Houghton Mifflin & Co., 1991.
- Patterson, Kerry, Joseph Grenny, Ron McMillan and Al Switzler. Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior. New York: McGraw Hill. 2005.
- Patterson, Kerry, Joseph Grenny, Ron McMillan and Al Switzler. Crucial Conversations: Tools for Talking When Stakes are High. New York: McGraw Hill. 2002
- Stone, Douglas, Bruce Patton and Sheila Heen. Difficult Conversations: How to Discuss What Matters Most. New York: Penquin Books, 1999.

Change

- Bridges, William. Managing Transition: Making the Most of Change, Da Capo Press, 2009.
- Fullan, Michael. Leading in a Culture of Change. Jossey-Bass, 2001.
- Kegan, Robert and Lisa Laskow Lahey. Immunity to Change: How to Overcome It and Unlock the Potential in Yourself and Your Organization. Boston: Harvard Press, 2009.
- Kotter, John. Leading Change. Boston: Harvard Business School Press, 1996.

Conflict

- Arrow, Kenneth et al. Barriers to Conflict Resolution. New York: W.W. Norton, 1995.
- Cloke, Kenneth. The Crossroads of Conflict: A Journey Into the Heart of Dispute Resolution. Janis Publications Inc., 2006.
- Mayer, Bernard. The Dynamics of Conflict Resolution: A Practitioners Guide. San Francisco: Jossey-Bass, 2000.
- Rothman, Jay. Resolving Identity-Based Conflict in Nations, Organizations and Communities. San Francisco: Jossey-Bass, 1997.

Dialogue

- Bohm, David. On Dialogue. London: Routledge, 1996.
- Elinor, Linda and Glenna Gerard. Dialogue: Rediscovering the Transforming Power of Conversation. New York: John Wiley and Sons, Inc. 1998.
- Isaacs, William. Dialogue and the Art of Thinking Together. New York: Currency. 1999.
- Tannen, Deborah. The Argument Culture: Moving from Debate to Dialogue. New York: Random House, 1998.
- Yankelovich, Daniel. The Magic of Dialogue: Transforming Conflict into Cooperation. New York: Simon and Schuster. 1999.

Leadership

- Gerzon, Mark. Leading Through Conflict: How Successful Leaders Transform Differences Into Opportunities. Boston: Harvard Business School Press, 2006.
- Heifetz, Ronald. Leadership Without Easy Answers. Harvard University Press, 1994.
- Kouzes, James and Barry Posner. A Leaders Legacy. Jossey- Bass, 2006.
- Kouzes, James and Barry Posner. The Leadership Challenge. John Wiley and Sons, Inc. 2007.

Negotiation

- Fisher, Roger and Daniel Shapiro. Beyond Reason: Using Emotions as You Negotiate. Viking Penguin, 2005.
- Ury, William. Getting Past No. New York: Bantam Books, 1991
- Ury, William. The Power of a Positive No: How to Say No and Still Get to Yes. Bantam. 2000.