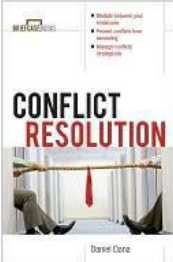
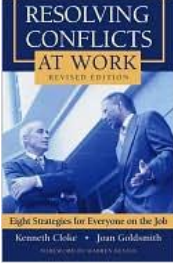
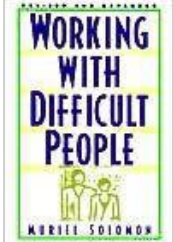
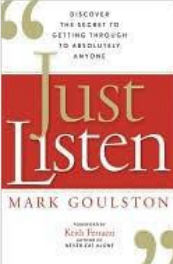


Recommended Readings

Title	Author	Description	Cover
Conflict Resolution	Daniel Dana	Tips and Tools for Managers to Recognize, Prevent, and Resolve Conflicts—in Today’s Higher-Stress Workplace	
Resolving Conflicts at Work	Joan Goldsmith Kenneth Cloke	A Revised Edition of the Classic Book That Shows How to Turn Workplace Conflicts into Opportunities	
Working with Difficult People	Muriel Solomon	Offers practical ways to create better relationships with the people at work who make your life miserable.	
Just Listen	Mark Goulston	In Just Listen, veteran psychiatrist and business coach Mark Goulston reveals the secret to how to get through to anyone, even when productive communication seems impossible.	
Crucial Conversations	Kerry Patterson Joseph Grenny Ron McMillan Al Switzler	Learn how to keep your cool and get what you want when emotions flare. When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a crucial conversation and suffer the consequences; handle the conversation badly and suffer the consequences	