

## **Book List (Recommended by the UCR Ombuds Office)**

### Abusive Conduct

Taming the Abrasive Manager – Crawshaw  
It's All Your Fault at Work – Eddy

### Coaching

The Coaching Habit - Stanier

### Communication

Difficult Conversations – Stone, Patton & Heen  
Crucial Conversations – Patterson, Grenny, McMillan, Switzler  
Sheila Heen (Guest on Tim Ferris Podcast): <https://tim.blog/2021/09/16/sheila-heen-transcript/>

### Conflict Escalation

High Conflict - Ripley  
Social Conflict: Escalation, Stalemate and Settlement - Pruitt & Kim

### Conflict General

Staying with Conflict – Mayer

### Conflict Systems

Getting Disputes Resolved – Ury, Brett & Goldberg  
The Way Out - Coleman

### Dignity

Dignity - Hicks

### Facilitation

The Art of Gathering - Parker  
Facilitation with Ease! – Bens  
Facilitators Guide to Participatory Decision-making – Kaner

### Feedback

Thanks for the Feedback – Stone & Heen

### Leadership

Dare to Lead – Brown  
7 Habits of Highly Effective People - Covey  
The 5 Dysfunctions of a Team - Lencioni  
Drive - Pink  
Think Again - Grant

## Negotiation

Getting to Yes – Fisher, Ury & Patton

Negotiating at Work – Kolb & Porter

The Power of a Positive “No” - Ury

## Trust

The Speed of Trust - Covey