

How to Have a Difficult Conversation at Work

Reading List

YOU MUST READ!	BY	WHY?
<i>Difficult Conversations: How to Discuss What Matters Most</i>	Douglas Stone, Bruce Patton, Sheila Heen, Roger Fisher	Get your highlighter ready. This book offers all the tips we covered in this session. It is a quick, easy read and approaches the topic in a no-nonsense, straightforward way. If you don't care for "touchy-feely" books, then this is the one for you. On its own it is transformative, but, combined with the next book, you will be fully armed to tackle a tough conversation at work.
<i>Crucial Conversations: Tools for Talking When Stakes are High</i>	Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler	Although it has its share of business-y jargon, this is required reading in most communications classes and with good reason. It will walk you through the process of improving your communication skillset and probably (hopefully?) change your approach to speaking with others for the better.

GOOD USE OF YOUR TIME	BY	WHY?
<i>Getting to Yes: Negotiating Agreement Without Giving In</i>	Roger Fisher, William Ury, Bruce Patton	It might be starting to show its age, but this guide, first published over thirty years ago, is still a standard in negotiations classes.
<i>Empathy: Why It Matters, and How to Get It</i>	Roman Krznaric	Excellent arguments for appreciating others' point of view. And he's establishing a museum!
<i>Quiet: The Power of Introverts in a World That Can't Stop Talking</i>	Susan Cain	You either are, work for, supervise, or work with an introvert. Consider taking this fact into account when working to improve your relationships at work.