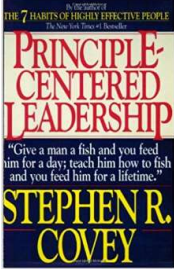
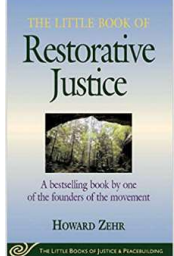
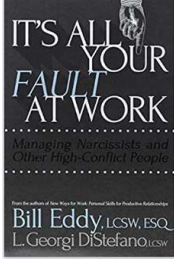
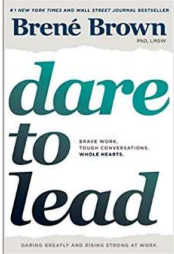


## Office of Conflict Management & Dispute Resolution: Recommended Reading

 <p>THE INTERNATIONAL BESTSELLER</p> <p><b>GETTING TO YES</b></p> <p>NEGOTIATING AGREEMENT WITHOUT GIVING IN</p> <p>ROGER FISHER AND WILLIAM URY with the foreword by BRUCE PATTON OF THE HARVARD NEGOTIATION PROJECT</p>	<p><b><u>Getting to Yes: Negotiating Agreement Without Giving In</u></b> by Roger Fisher, William Ury, and Bruce Patton.</p>
 <p>Get What You Want Improve Your Relationships</p> <p><b>beyond reason</b></p> <p>Using Emotions as You Negotiate</p> <p>ROGER FISHER DANIEL SHAPIRO</p> <p>with the foreword by BRUCE PATTON OF THE HARVARD NEGOTIATION PROJECT</p>	<p><b><u>Beyond Reason: Using Emotions as You Negotiate</u></b> by Roger Fisher and Daniel Shapiro (Penguin, 2006.)</p>
 <p>If "violent" means willing to win at any cost, then most of how we communicate could be called "violent" communication.</p> <p><b>Nonviolent COMMUNICATION</b></p> <p>A Language of Life</p> <p>compassion cooperation autonomy freedom</p> <p>3rd Edition</p> <p>Works better. Not common ground with anyone, anywhere, at any time. Not generally well understood.</p> <p>MARSHALL B. ROSENBERG, PhD Foreword by Daniel Shapiro Editorial: Tom Holton, Tom Cash, Marlene Williams John and Ann Gattuso, in Memory of John Gattuso and Ann Gattuso</p>	<p><b><u>Nonviolent Communication</u></b> by Marshall B. Rosenberg PhD (Puddle Dancer Press, 2015)</p>
 <p>REVISED AND UPDATED</p> <p><b>The 5 Languages of Appreciation in the Workplace</b></p> <p>Empowering Organizations by Encouraging People</p> <p>Includes a New Appendix: Appreciation Cards</p> <p>#1 NY Times bestselling author</p> <p>GARY CHAPMAN PAUL WHITE</p>	<p><b><u>The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People</u></b> by Gary Chapman and Paul White (Northfield Publishing, 2019)</p>
 <p>10th-ANNIVERSARY EDITION</p> <p>THE NEW YORK TIMES BESTSELLER</p> <p><b>Difficult Conversations</b></p> <p>HOW TO DISCUSS WHAT MATTERS MOST</p> <p>Updated with Answers to the 50 Most Frequently Asked Questions About Difficult Conversations</p> <p>DOUGLAS STONE • BRUCE PATTON • SHEILA HEEN OF THE HARVARD NEGOTIATION PROJECT</p> <p>With a foreword by Roger Fisher, coauthor of GETTING TO YES</p>	<p><b><u>Difficult Conversations: How to Discuss What Matters Most</u></b> By Douglas Stone, Bruce Patton, and Sheila Heen (Penguin, 2010)</p>

	<p><b><u>Principle-Centered Leadership</u></b> by Stephen R. Covey (Fireside Press, 1992)</p>
	<p><b><u>The Little Book of Restorative Justice: Revised and Updated</u></b> by Howard Zehr (Good Books, 2015)</p>
	<p><b><u>It's All Your Fault at Work!: Managing Narcissists and Other High-Conflict People</u></b> by Bill Eddy and L. Georgi DiStefano (High Conflict Institute Press, 2015)</p>
	<p><b><u>Dare to Lead: Brave Work. Tough Conversations. Whole Hearts.</u></b> by Brené Brown (Random House, 2018)</p>