

MSU Extension: Communicating through Conflict

Additional Recommended Readings

Crucial Conversations: Tools for Talking When Stakes Are High by Patterson, Grenny, McMillan, Switzler

Difficult Conversations How to Discuss What Matters Most by Stone, Patton, & Heen

Dignity: Its Essential Role in Resolving Conflict. by Donna Hicks

Emotional Intelligence by Daniel Goleman

Getting to Yes: How to Negotiate Agreement Without Giving in by Fisher, Ury, & Fisher

Michigan State University Office for Inclusion and Intercultural Initiatives
<http://www.inclusion.msu.edu/> Professor Donna Kaplowitz

Rising Strong by Brené Brown

Thomas-Kilmann Instrument (TKI) <https://kilmanniagnostics.com/> Ralph Kilmann

The Conflict Resolution Phrase Book by Mitchell, & Gamlem

Why Won't You Apologize by Harriet Lerner

Your Oxygen Mask First by Kevin Lawrence