

## Difficult Conversations Resources

### Books

Cloud, Dr. Henry , Dr. John Townsend. *How to Have That Difficult Conversation You've Been Avoiding*. Zondervan; 2005.

Flagg, Donna. *Surviving Dreaded Conversations: Talk Through Any Difficult Situation at Work*. McGraw-Hill Education; 1<sup>st</sup> edition, 2009.

Gallagher, Richard S. *How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work*. AMACOM, 2009.

Patterson, Kerry, Joseph Grenny, Ron McMillian, Al Switzler. *Crucial Confrontations: Tools for Resolving Broken Promises, Violated Expectations, and Bad Behavior*. McGraw-Hill Education; 2nd edition, 2011.

Ross, Diane A. *The Elephant in the Office: Super-Simple Strategies for Difficult Conversations at Work*. Elephant Conversations Ltd., 2013.

Stone, Douglas, Bruce Patton, Sheila Heen. *Difficult Conversations: How to Discuss What Matters Most*. Penguin Books, 2010.

<http://triadconsultinggroup.com/sites/default/files/Small%20Group%20Study%20Guide.pdf>  
Study Guide for the book *Difficult Conversations: How to Discuss What Matters Most*.

<http://triadconsultinggroup.com/sites/default/files/DC%20Basic%20Preparation%20Worksheets.pdf>

[http://triadconsultinggroup.com/sites/default/files/Instructions\\_Preparation\\_Worksheet\\_0.pdf](http://triadconsultinggroup.com/sites/default/files/Instructions_Preparation_Worksheet_0.pdf)  
Difficult Conversation Prep worksheet with instructions from the authors of *Difficult Conversations: How to Discuss What Matters Most*.

### Videos

Lauren Mackler at Harvard – Difficult Conversations

<https://www.youtube.com/watch?v=fE3ZHWaGhEE>

Assertive vs. aggressive communication. Don't "should" on people. "You should....."

10 Tips for Mastering Difficult Conversations- Sally Foley-Lewis

<https://www.youtube.com/watch?v=HKYEtCKVTag>

Breaking Bad News – Difficult Workplace Conversations Training- Drama Example

<https://www.youtube.com/watch?v=BN-RbUFAJx4>

Dalhousie University: Video Demonstrations of Difficult Conversations

[http://www.dal.ca/content/dam/dalhousie/pdf/dept/dalrespect/conflict\\_management/communicating\\_in\\_conflict/Video%20Demonstrations%20of%20Difficult%20Conversations.pdf](http://www.dal.ca/content/dam/dalhousie/pdf/dept/dalrespect/conflict_management/communicating_in_conflict/Video%20Demonstrations%20of%20Difficult%20Conversations.pdf)

4 magic phrases you can use to respond to anything- Dan OConnor

<https://www.youtube.com/watch?v=g5RknemM8Hw>

In case you're on the receiving end of a difficult conversation! Gives you time to think while regaining your composure. To avoid lashing back, letting emotions get in the way, allows you to not lose your cool That's interesting:

- Tell me more
- Why would you say that?
- Why would you Do that?
- Why would you Ask that?

## Articles

Taking the Stress Out of Stressful Conversations- Harvard Business Review

<https://hbr.org/2001/07/taking-the-stress-out-of-stressful-conversations>

The Secret to Having a Good but Difficult Conversation: How to successfully engage someone when the conversation is uncomfortable – Psychology Today

<https://www.psychologytoday.com/blog/wander-woman/201512/the-secret-having-good-difficult-conversation>

7 Ways to Make Your Most Difficult Conversations Easier

Will you be able to resolve a conflict, or just add fuel to the fire?- Psychology Today

<https://www.psychologytoday.com/blog/friendship-20/201509/7-ways-make-your-most-difficult-conversations-easier>

9 Ways to Manage Difficult Conversations- Psychology Today

<https://www.psychologytoday.com/blog/hope-relationships/201407/9-ways-manage-difficult-conversations>

9 Powerful Steps to Manage Difficult Conversations Like a Pro- Huffington Post

[http://www.huffingtonpost.com/rosalie-puiman/9-easy-steps-to-manage-difficult-conversations-like-a-pro\\_b\\_5861116.html](http://www.huffingtonpost.com/rosalie-puiman/9-easy-steps-to-manage-difficult-conversations-like-a-pro_b_5861116.html)

A "CANDID" Approach to Difficult Conversations- American Management Association

<http://www.amanet.org/training/articles/a-candid-approach-to-difficult-conversations.aspx>

We Have to Talk: A Step-By-Step Checklist for Difficult Conversations- Judy Ringer

<http://www.judyringer.com/resources/articles/we-have-to-talk-a-stepbystep-checklist-for-difficult-conversations.php>

Role Playing: Preparing for Difficult Conversations and Situation- MindTools

<https://www.mindtools.com/CommSkill/RolePlaying.htm?>

Farrell, Maggie. "Difficult Conversations." *Journal of Library Administration*. 2015, Vol. 55 Issue 4, p302-311.

Turaga, Revathi. "Managing Difficult Workplace Conversations." *The IUP Journal of Soft Skills*. 2015, Vol. 9 Issue 1, p15-34. Accessed through Ebsco, Business Source Premier on October 15, 2015.