

References & Recommended Reading List

Carnegie, D. (1936). *How to Win Friends and Influence People*. Simon & Schuster.

Dana, D. (2000). *Conflict Resolution*. McGraw-Hill.

Fisher, R., Heen, S., & Patton, B. (2000). *Difficult Conversations: How to Discuss what Matters Most*. Penguin.

Fisher, R., Patton, B., & Ury, W. (1991). *Getting to Yes: Negotiating Agreement Without Giving In*. Penguin Books.

Ury, W. (2007). *The Power of a Positive No: How to Say No and Still Get to Yes*. Bantam.

Weeks, D. (1994). *The Eight Essential Steps to Conflict Resolution*. Tarcher.