

Office of the University Ombudsman Lending Library

Civility/Building Relationships

Taming the Abrasive Manager: How to End Unnecessary Roughness in the Workplace, Laura Crawshaw
In Search of Civility: Confronting Incivility on the College Campus, Kent M. Weeks

The Eight Essential Steps to Conflict Resolution: Preserving Relationships at Work, at Home, and in the Community, Dudley Weeks, Ph.D.

The Cost of Bad Behavior: How Incivility is Damaging Your Business and What to Do About It, Christine Pearson & Christine Porath

Faculty Incivility: The Rise of the Academic Bully Culture and What to Do About It, Darla J. Twale & Barbara M. De Luca

Choosing Civility, P. M. Forni

Working With You Is Killing Me: Freeing Yourself from Emotional Traps at Work, Katherine Crowley & Kath Elster

The Civility Solution: What to Do When People are Rude, P.M. Forni

Communication/Conflict Resolution

The Essential Guide to Workplace Mediation & Conflict Resolution: Rebuilding Working Relationships, Nora Doherty & Marcelas Guylar

Leading Out Loud: Inspiring Change Through Authentic Communication, Terry Pearce

The Power of a Positive No: How to Say No and Still Get to Yes, William Ury

Verbal Judo: The Gentle Art of Persuasion, George J. Thompson, Ph.D. & Jerry B. Jenkins

How to Reduce Workplace Conflict and Stress: How Leaders and Their Employees Can Protect Their Sanity and Productivity From Tension and Turf Wars, Anna Maravelas

Difficult Conversations: How to Discuss What Matters Most, Douglas Stone, Bruce Patton, & Sheila Heen

The Third Side: Why We Fight and How We Can Stop, William Ury

Crucial Conversations: Tools for Talking When Stakes Are High, Kerry Patterson, Joseph Grenny, Ron McMillan, & Al Switzler

Ethics

Giving Voice to Values: How to Speak Your Mind When You Know What's Right, Mary C. Gentile

General Interest

The Tipping Point: How Little Things Can Make a Big Difference, Malcolm Gladwell

The Happiness Project: Or, Why I Spent a Year Trying to Sing in the Morning, Clean My Closets, Fight Right, Read Aristotle, and Generally Have More Fun, Gretchen Rubin

Academic Keywords: A Devil's Dictionary for Higher Education, Cary Nelson & Stephen Watt

On Leading Through Change, Harvard Business Review

Who Moved My Cheese?, Spencer Johnson, M.D.

Fish! A Remarkable Way to Boost Morale and Improve Results, Stephen C. Lundin, Harry Paul, John Christensen, & Ken Blanchard