

Recommended Resource List: Communication Skills

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- *State government employees* should follow the call number link to the [KDLA Catalog](#) and click on the "Place Hold" button in the Availability section. Check the information on the form and then click on "Submit" button. Materials can be delivered by messenger mail in Frankfort or by UPS to field/district offices (return postage included). Downloadable audiobooks and e-books may be checked out through the [Kentucky Libraries Unbound \(KLU\)](#) website.
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- *Members of the general public* should contact their local public library for interlibrary loan service for audiobook, book and DVD titles and to confirm that the local public library offers downloadable titles through [Kentucky Libraries Unbound](#)

Audiobooks

Booher, Dianna. **What More Can I Say? Why Communication Fails and What to Do About It.** Rego Park: Your Coach Digital, 2015. [Download from Kentucky Libraries Unbound](#)

Lancaster, Lynne C. **When Generations Collide.** Prince Frederick, MD: Recorded Books, 2007. Call number: [SR CD 658.30084 Lanc](#)

Thomson, Peter. **The Best-kept Secrets of Great Communicators.** New York: Nightingale Conant, 2002. Call number: [SR 302.2 Thom](#)

Books

Asherman, Ira G. **Negotiation at Work: Maximize Your Team's Skills with 60 High-impact Activities.** New York: AMACOM, 2012. Call number: [658.4052 Ashe](#)

Eggert, Max A. **Body Language for Business.** New York: Skyhorse Pub., 2011. [Download from Kentucky Libraries Unbound](#)

Rev. 4-6-16

Felber, Terry. **Am I Making Myself Clear? Secrets of the World's Greatest Communicators.** Nashville: Thomas Nelson Inc., 2012. [Download from Kentucky Libraries Unbound](#)

Greenberger, Leonard. **What to Say When Things Get Tough: Business Communication Strategies for Winning People Over When They're Angry, Worried and Suspicious of Everything You Say.** New York: McGraw-Hill Education, 2013. [Download from Kentucky Libraries Unbound](#)

How to Win Friends and Influence People in the Digital Age. New York: Simon & Schuster, 2011. Call number: [158.2 How](#)

Humphrey, Judith. **Speaking As a Leader: How to Lead Every Time You Speak...From Board Rooms to Meeting Rooms, From Town Halls to Phone Calls (ebook).** Hoboken, NJ: John Wiley & Sons, 2012. [Download from Kentucky Libraries Unbound](#)

King, David Lee. **Face2Face: Using Facebook, Twitter, and Other Social Media Tools to Create Great Customer Connections .** Medford, NJ: CyberAge Books/Information Today, Inc., 2012. Call number: [302.30285 King](#)

Kirschner, Rick. **How to Click with People: The Secret to Better Relationships in Business and in Life.** New York: Hyperion, 2011. [Download from Kentucky Libraries Unbound](#)

Lindsell-Roberts, Sheryl. **New Rules for Today's Workplace.** Boston: Houghton Mifflin Harcourt, 2011. Call number: [658.05 Lind](#)

Meyers, Peter. **As We Speak: How to Make Your Point and Have It Stick.** New York: Atria Books, 2011. Call number: [808.51 Meye](#)

Nelson, Audrey. **The Gender Communication Handbook: Conquering Conversational Collisions between Men and Women.** San Francisco, CA: Wiley, 2012. Call number: [302.2 Nels](#)

Reardon, Kathleen Kelley. **Comebacks at Work: Using Conversation to Master Confrontation.** New York: HarperBusiness, 2010. Call number: [650.13 Rear](#)

Warner, Jim. **The Drama-free Office: a Guide to Healthy Collaboration with Your Team, Coworkers, and Boss.** Austin, TX: Greenleaf Book Group Press, 2011. Call number: [658.3045 Warn](#)

DVDs

Communication Cornerstones: Building Trust. 24 min. Coastal Human Resources, 2004. DVD. Call number: [VC DV 658.45 Comm](#)

Conflict Communication Skills. 14 min. American Training Resources, [200-?]. 1995. DVD. Call number: [VC DV 658.4053 Conf](#)

Effective Communication Skills. ca. 720 min. Teaching Co., 2011. DVD. Call number: [VC DV 302.2 Effe](#)

Managing Four Generations in the Workplace. 35 min. Learning Communications, 2009. DVD. Call number: [VC DV 658.30084 Mana](#)

The Power of Words. 3 min. CRM Learning, 2006. DVD. Call number: [VC DV 658.45 Powe](#)

Start Right—Stay Right. 32 min. CRM Learning, 2005. DVD. Call Number: [VC DV 658.314 Star](#)

Working with You Is Killing Me: Freeing Yourself from Emotional Traps at Work. 23 min. CRM Learning, 2007. DVD. Call number: [VC DV 650.13 Work](#)

Websites

<http://managementhelp.org/communicationsskills/index.htm>

How to Improve Your Communication Skills offers information to help managers gain a broad understanding of the concept of interpersonal communications, including feedback, listening skills, and nonverbal communications. This information is assembled by the Free Management Library.

<http://managementhelp.org/organizationalcommunications/index.htm>

Organizational Communications offers information on aspects of communication in the workplace: communication assessment, internal communications, and external communications. This information is assembled by the Free Management Library.