

Recommended Resource List: Conflict Management

The State Library of the Kentucky Department for Libraries and Archives is dedicated to "Serving Kentucky's Need to Know."

To request a title from the State Library:

- *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.
- *Public library staff* should use their libraries' own interlibrary loan system for requests. Public library staff members must have accounts at participating KLU libraries (either at their work locations or at the libraries in their counties of residence) to download titles.
- *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](#)

Books

Bowers, Ellen. **The Everything Guide to Coping with Perfectionism: Overcome Toxic Perfectionism, Learn to Embrace Your Mistakes, and Discover the Potential for Positive Change.** Avon, MA: Adams Media, 2012. Call number: [Download from Kentucky Libraries Unbound](#)

Brinkman, Rick. **Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst.** Rev. and expanded 3rd ed. New York: McGraw-Hill, 2012. Call number: [Download from Kentucky Libraries Unbound](#)

Brown, Nina W. **Uptight and in Your Face: Coping with an Anxious Boss, Parent, Spouse, or Lover.** Santa Barbara, CA: Praeger, 2011. Call number: [158.2 Brow](#)

Cloke, Kenneth. **Resolving Conflicts at Work: Ten Strategies for Everyone on the Job.** 3rd edition. San Francisco: Jossey-Bass, 2011. Call number: [650.13 Clok](#)

Covey, Stephen R. **The 3rd Alternative: Solving Life's Most Difficult Problems.** New York: Free Press, 2011. Call number: [158 Cove](#)

Evenson, Renee. **Powerful Phrases for Dealing with Difficult People: Over 325 Ready-to-use Words and Phrases for Working with Challenging Personalities.** New York: AMACOM, American Management Association, [2014]. Call number: [Download from Kentucky Libraries Unbound](#)

Fauteux, Kevin. **Defusing Angry People: Practical Tools for Handling Bullying, Threats and Violence.** Far Hills, NJ: New Horizon Press, 2011. Call number: [152.47 Faut](#)

Lavender, Neil J. **Impossible to Please: How to Deal with Perfectionist Coworkers, Controlling Spouses, and Other Incredibly Critical People.** Oakland, CA: New Harbinger Publications, 2012. [Download from Kentucky Libraries Unbound](#)

Mayer, Bernard. **The Dynamics of Conflict: A Guide to Engagement and Intervention (ebook).** 2nd ed. Hoboken, NJ: John Wiley & Sons, 2012. [Download from Kentucky Libraries Unbound](#)

McGrath, Helen. **Difficult Personalities: a Practical Guide to Managing the Hurtful Behavior of Others (and Maybe Your Own).** New York: Experiment, 2010. Call number: [158.2 McGr](#)

Namie, Gary. **The Bully-Free Workplace: Stop Jerks, Weasels, and Snakes from Killing Your Organization.** Hoboken, NJ: John Wiley & Sons Inc., 2011. [Download from Kentucky Libraries Unbound](#)

Nay, W. Robert. **Taking Charge of Anger: Six Steps to Asserting Yourself without Losing Control.** 2nd ed. New York: The Guilford Press, 2012. Call number: [152.47 Nay](#)

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

Scudder, Tim. **Have a Nice Conflict: How to Find Success and Satisfaction in the Most Unlikely Places.** Hoboken: John Wiley & Sons, 2011. Call number: [Download from Kentucky Libraries Unbound](#)

Shearouse, Susan H. **Conflict 101: a Manager's Guide to Resolving Problems So Everyone Can Get Back to Work.** New York: American Management Association, 2011. Call number: [658.3145 Shea](#)

Videos/DVDs

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

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://www.crimfo.org/>

CRInfo is a free service that maintains a keyword-coded catalog of over 20,000 Web, print, organizational, and other conflict resolution-related resources. These core catalogs are supplemented with thousands of additional links to Web-based news stories, feature articles, cultural background information, documents describing ongoing conflicts, and government dispute resolution-related Web pages.

<http://managementhelp.org/interpersonal/conflict.htm>

How to Deal With Conflict offers advice in categories related to conflict management. This information is assembled by the Free Management Library.