

Recommended Resource List: Managing Work Relationships

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Audiobooks

Conniff, Richard. **The Ape in the Corner Office: Understanding the Workplace Beast in All of Us.** Westminster, MD: Books on Tape, 2005. Call number: [SR CD 650.13 Conn](#)

Goleman, Daniel. **Social Intelligence: the New Science of Human Relationships.** New York: Bantam Books, 2006. Call number: [SR CD 158.2 Gole](#)

Sutton, Robert I. **The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't.** Prince Frederick, MD: Recorded Books, 2007. Call number: [SR CD 650.13 Sutt](#)

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. [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](#)

Crowley, Katherine. **Mean Girls at Work: How to Stay Professional When Things Get Personal.** New York: McGraw-Hill, 2013. 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](#)

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

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

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](#)

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](#)

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

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](#)

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](#)

Wofford, Monica. **Make Difficult People Disappear: How to Deal with Stressful Behavior and Eliminate Conflict**. Hoboken, NJ: Wiley, 2012. Call number: 650.13 Woff

DVDs

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

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.advisorteam.com/user/ktsintro.asp>

Keirsey Temperament Sorter II offers an online personality test.

<http://managementhelp.org/interpersonal/difficult-people.htm>

How to Deal With Difficult People offers information on influencing difficult people. This information is assembled by the Free Management Library.

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

Interpersonal/Human Skills offers information to enhance a manager's capacity to build trust, handle difficult people and other communication skills. This information is assembled by the Free Management Library.