Make Peace, Not War: Resources for Navigating Workplace Conflict Elizabeth Land & Pearl Derlaga, York County Public Library

Воокѕ

- Bradberry, T. & Greaves, J. (2009). Emotional intelligence 2.0. San Diego, Calif.: TalentSmart.
- Brown, B. (2018). Dare to Lead: Brave work, tough conversations, whole hearts. New York, N.Y.: Random House
- Foster, J. & Joy, M. (2017). *The Schmuck in My Office: how to effectively deal with difficult people at work.* New York, N.Y.: St. Martin's Press.
- Goldsmith, M. & Reiter, M. (2015). *Triggers: Creating behavior that lasts Becoming the person you want to be.*New York, N.Y.: Crown Business.
- Henry, J., Eshleman, J., & Moniz, R. (2018). *The Dysfunctional Library: Challenges and solutions to workplace relationships*. Chicago, Ill.: ALA Editions, an imprint of the American Library Association.
- Kabat-Zinn, J. (2014). Wherever You Go, There You Are: Mindfulness Meditation in Everyday Life. New York, N.Y.: Hatchette Books.
- Lerner, H. (2005). *The Dance of Anger: A woman's guide to changing the patterns of intimate relationships*. New York, N.Y.: HarperCollins Publishers
- Porath, C. (2016). Mastering Civility: A Manifesto for the Workplace. New York, NY: Grand Central Publishing.
- Sutton, B. (2017). *The Asshole Survival Guide: How to Deal with People Who Treat You Like Dirt.* Boston, Mass.: Houghton Mifflin Harcourt.

VIDEOS

- CharityVillage. (2019, July 11). *How to Navigate Workplace Conflict* [Video file]. Retrieved from https://youtu.be/1j98QGWR7jk.
- Baldridge, J. (2018, April 11). *Difficult Conversations Made Easy* [Video file]. *TEDxUCCI*. Retrieved from https://youtu.be/4TkbHLD5Mnw.
- Kiernan, K. (2016, March 2). *Are you avoiding the difficult conversation?* [Video file]. *TEDxSalisbury*. Retrieved from https://youtu.be/exFpUunPoCY.
- Porath, C. (2018, January) Why being respectful to your coworkers is good for business [Video file].

 TEDxUniversityofNevada. Retrieved from

 https://www.ted.com/talks/christine porath why being nice to your coworkers is good for business
- Rolfsen, G. (2016, May 2). *How to start changing an unhealthy work environment* [Video file]. TedxOslo. Retrieved from https://youtu.be/eYLb7WUtYt8.

WEBSITES/ONLINE ARTICLES

- Das, A. (2019, April 5). Do you work with a jerk? Here are 6 things you can do. [Blog Post] Retrieved from https://ideas.ted.com/do-you-work-with-a-jerk-here-are-6-things-you-can-do/.
- Hirsch, A. (2018, September 12). Working with People Who Avoid Conflict. *Society for Human Resource Management.org*. Retrieved from https://www.shrm.org/resourcesandtools/hr-topics/employee-relations/pages/working-with-people-who-avoid-conflict.aspx.
- Leutenberg, Ester and John J. Liptak (2011). Teen Conflict Management Skills: Facilitator Reproducible Self-assessments, Exercises & Educational Handouts. Retrieved from https://wholeperson.com/pdf/TeenConflictWorkbook.pdf
- Meinert, D. (2017, April 18). Why Workplace Conflict Can Be Healthy [Online Article]. *Society for Human Resource Management.org*. Retrieved from https://www.shrm.org/hr-today/news/hr-magazine/0517/pages/why-workplace-conflict-can-be-healthy.aspx.
- National Institutes of Health. (2018, December 10). *Emotional Wellness Toolkit* [Webpage]. Retrieved from https://www.nih.gov/health-information/emotional-wellness-toolkit.
- Renewers: Recovering from Low Morale in American Libraries [Facebook Group]. Retrieved from https://www.facebook.com/groups/2063958813847917.