

Dealing with Difficult People: Learn a New Skillset for Today's Multigenerational, Multicultural Workplace

Resource List

- W. Stanton Smith (2010), *Decoding Generational Differences: Changing Your Mindset... Without Losing Your Mind*. W. Stanton Smith, LLC. ISBN: 9781450742450
- Dr. Rick Brinkman, Dr. Rick Kirschner (2002), *Dealing with People You Can't Stand*. The McGraw-Hill Companies. ISBN: 9780071379441
- Muriel Solomon (2002), *Working with Difficult People*. Penguin Group. ISBN: 9781101662731
- Edward de Bono (1999), *Six Thinking Hats*. Back Bay Books. ISBN: 9780316178310
- Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler (2011), *Crucial Conversations Tools for Talking When Stakes Are High*. The McGraw-Hill Companies. ISBN: 9780071771320
- James L. Lundy (1994), *T.E.A.M.S: Together Each Achieves More Success: How to Develop Peak Performance Teams for World-Class Results*. Dartnell Corporation. ISBN: 9780850132281

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