



## Dealing with Difficult People Suggested List of Reading Resources

Who Moved my Cheese? 1984 Johnson Putnams Sons ISBN 0-399-14446-3

Let's Talk 2004 Gov't of AB HRE <http://www.alis.gov.ab.ca/pdf/cshop/letstalk.pdf>

Be Reasonable 1998 Kenneth Budd Community Associations Institute ISBN 0-941301-40-0

Whale Done 2002 Kenneth Blanchard, Thad Lacinak, Chuck Tompkins, and Jim Ballard The Free Press <http://www.blanchardlearning.com>

Getting Past NO 1993 William Ury Bantam Books ISBN 0-533-37131-2

Getting to Yes (2nd ed.) 1991 Fisher and Ury Penguin Books ISBN 0-40157-35-2

Dealing with Difficult People Rick Brinkman, Rick Kirschner McGraw-Hill ISBN 0-07-146333-X

Bumblebees Can't Fly 2004 Barry Siskind Wiley ISBN 773733000

10 Secrets To Surviving Life In A Condominium Bernie Winter w/ Louise Challes <http://www.condo-check.com/>

Empowerment Takes More than a Minute 1996 Blanchard and Carlos and Randolph Berret Koehler ISBN 1569120889

Beyond Reason Roger Fisher, Daniel Shapiro 2005 Viking Penguin ISBN 0-670-03450-9

The Little Book of Coaching 2002 Ken Blanchard and Don Shula Harper Collins ISBN 0-06-662103-8

Dealing with People You Can't Stand Rick Brinkman, Rick Kirschner McGraw-Hill ISBN 0-07-137944-4

Secrets of Face to Face Communication Peter Urs Bender, Dr. Robert A. Tracz General Distribution Services Ltd. ISBN 0-7737-6184-5