

Ombuds Office Resource Library

Title	Author	Year	Comments
Managing the Equity Factor: Or "After All I've Done for You"	Richard C. Huseman & John D. Hatfield	1989	The Equity Factor was coined to describe the checks and balances that are essential in any relationship at work or at home. These programs increase the effectiveness of interpersonal relationships.
Getting to YES	William Ury & Roger Fisher	1991	"Getting to YES is a highly readable, uncomplicated guide to resolving conflicts of every imaginable dimension. It teaches you how to win without compromising friendships. I wish I had written it!" - Ann Landers
Getting Past NO	William Ury	1993	"Bill Ury has a remarkable ability to get to the heart of a dispute and find simple but innovative ways to resolve it." - President Jimmy Carter
Quality is Personal	Harry V. Roberts	1993	In this penetrating guide to involving employees in the process of total quality management, the authors make the argument that "personal quality checklists" - by which employees monitor waste reducers and value adding activities in their immediate work environment-can significantly increase individual understanding of the general concepts and implementation of top quality management. 20 line drawings.
Supervision: A Skill-Building Approach	Robert N. Lussier	1994	Robert N. Lussier is Professor of Management at Springfield College. Having taught management for more than 25 years, he has developed innovative and widely copied methods for applying concepts and developing skills that can be used both personally and professionally.
Coaching Skills: A Guide For Supervisors	Robert Lucas	1994	Coaching can play a significant role in maximizing employee performance. It can also be instrumental in improving your management performance. Now, with this practical guide, you'll discover the essentials of coaching, including how to do it, when to do it, and why it is necessary in today's business environment. This book also addresses ways to coach employees with special needs, including underachievers, overachievers, and those with disabilities.
Getting Ready to Negotiate	Roger Fisher	1995	Individuals, corporations, governments, and labor unions all over the world have utilized the negotiating principles in Getting to Yes--which has more than two million copies in print in 18 languages. This companion volume incorporates the book's fundamental philosophy and advice into a useful tool to help each reader design the negotiating strategy that best suits his/her situation.
Interpersonal Conflict 4th Edition	Joyce L. Hocker & William W. Wilmot	1995	"In this fourth revised edition of Interpersonal Conflict, we have retained our central philosophy and definition developed through the three earlier editions. We have added a new chapter on "Orientation to Conflict," recognized the material throughout for better comprehension, updated the literature, provided more cases and examples of specific communication skills, and added material on gender and culture." - Hocker & Wilmot
People Styles at Work: Making Bad Relationships Good and Good Relationships Better	Robert Bolton & Dorothy Grover Bolton	1996	With so much diversity in the workplace, it's no wonder people problems abound. Yet it is possible to overcome personality conflicts by understanding other people's differences instead of merely reacting to them emotionally. A sequel to Social Style, Management Style, this book presents a comprehensive behavioral science model for understanding four different "people styles"--driver, analytical, amiable, and expressive.
Win/Win Solutions	Thomas Stevenin	1997	"Tom Stevenin and his team led our organization a long way toward an improved culture, teamwork and quality. His ideas are consistently practical, usable and inspiring. Don't miss this newest book." - Jack A. Knuth President (retired) Allied Signal Aerospace

Harvard Business Review on Effective Communication	Harvard Business School Press	1999	Since 1984, Harvard Business School Press has been dedicated to publishing the most contemporary management thinking, written by authors and practitioners who are leading the way. Whether readers are seeking big-picture strategic thinking or tactical problem solving, advice in managing global corporations or for developing personal careers, HBS Press helps fuel the fire of innovative thought. HBS Press has earned a reputation as the springboard of thought for both established and emerging business leaders.
Running Within: A Guide to Mastering the Body-Mind-Spirit: A Guide to Mastering the Body-Mind-Spirit Connection for Ultimate Training and Racing	Jerry Lynch & Warren Scott	1999	"Drs. Lynch and Scott define the old battle of mind over matter with the use of scientific research and vast personal experience. It's thought provoking for the experienced coach and for the fledgling runner who begins to seek direction to enhance his or her running. Whether you run a mile or 100 miles a week, Running Within will help you do it better." - Harry Groves, Head Coach of men's track and field and cross country, Penn State University. Head USA coach, 1995 World Track and Field Championships
Harvard Business Review on Negotiation and Conflict Resolution	Harvard Business School Press	2000	Since 1984, Harvard Business School Press has been dedicated to publishing the most contemporary management thinking, written by authors and practitioners who are leading the way. Whether readers are seeking big-picture strategic thinking or tactical problem solving, advice in managing global corporations or for developing personal careers, HBS Press helps fuel the fire of innovative thought. HBS Press has earned a reputation as the springboard of thought for both established and emerging business leaders.
The Bully at Work: What You Can Do to Stop the Hurt and Reclaim Your Dignity on the Job	Gary Namie Ph. D.	2000	"Filled with remedies for an ailment that is ravaging workplaces, harming both people and profits." - Harvey A. Hornstein, PhD (Author of Brutal Bosses and Their Prey
The Dynamics of Conflict Resolution: A Practitioner's Guide	Bernard Mayer	2000	This empowering guide goes beyond observable techniques to offer a close look at the creative internal processes--both cognitive and psychological--that successful mediators and other conflict resolvers draw upon.
The Handbook of Conflict Resolution: Theory and Practice	Morton Deutsch & Peter T. Coleman	2000	"Professor Morton Deutsch is one of the greatest contributors of the twenty-first century to the important and crucial field of conflict resolution. His contributions have been in theory and practice, in attracting outstanding people to work with him, in stimulating superb people to carry on in their own paths. The net effect is a truly major contribution to this field, and it is summed up beautifully in the revised and enlarged second edition. Highly informative, profoundly insightful, and, indeed, definitive account of conflict resolution." - David A. Hamburg, president emeritus, Carnegie Corporation of New York; DeWitt Wallace Distinguished Scholar; and cochair, Social Medicine and Public Policy Programs, Department of Psychiatry, New York Presbyterian Hospital and Cornell University Medical College
The Win-Win Solution: Guaranteeing Fair Shares to Everybody	Steven J. Brams & Alan D. Taylor	2000	"One can hire a lawyer and spend years and thousands of dollars fighting, or one can make use of a neat new formula devised by Steven Brams and Alan Taylor." - The New Yorker
ANGER: Wisdom for Cooling the Flames	Thich Nhat Hanh	2001	"In an age of road rage, Americans would do well to cool down with prolific Buddhist monk Hanh (Living Buddha, Living Christ). There is plenty in this small volume worth skipping, such as Hanh's tedious call for "Healing the Wounded Child Within." And some of his advice is banal (e.g., if a husband is angry at his wife, he should tell her). But some of Hanh's suggestions cut refreshingly against the grain. He dissents, for example, from the popular therapeutic wisdom to "express our anger": when we beat a pillow to get rid of our feelings, he insists we are merely "rehearsing" our anger, not "reducing" it. Hanh reminds us that anger begins and ends with ourselves we may feel that we are mad at our wife or son, but really we are the direct objects of our rage. " -From Publishers Weekly-

Navigating Right and Wrong: Ethical Decision Making in a Pluralistic Age	Daniel E. Lee	2002	"Navigating Right and Wrong is a gem of a book--beautifully written, concise and engaging, a great way for students to be introduced to faith-based ethics. I recommend it highly." - Lawrence M. Hinman, Director of The Values Institute, University of San Diego
The Nonprofit Board Answer Book II: Beyond the Basics	Robert C. Andringa & Sandra Sabo	2002	The Nonprofit Board Answer Book II: Beyond the Basics answers the toughest challenges facing nonprofits today, helping board members govern their organizations more efficiently and effectively.
Crossing the Unknown Sea: Work as a Pilgrimage of Identity	David Whyte	2002	Crossing the Unknown Sea is about reuniting the imagination with our day to day lives. It shows how poetry and practicality, far from being mutually exclusive, reinforce each other to give every aspect of our lives meaning and direction. For anyone who wants to deepen their connection to their life's work—or find out what their life's work is—this book can help navigate the way.
The Complete Guide to Conflict Resolution in the Workplace	Marick F. Masters & Robert R. Albright	2002	People thrive on conflict in most areas of their lives--football games, political debates, legal disputes--yet steer clear from workplace conflicts. But conflict is actually a healthy way to challenge the existing order and essential to change in the workplace. The real problem is not conflict per se, but managing conflict.
Treating Compassion Fatigue (Routledge Psychosocial Stress Series)	Charles R. Figley	2002	In recent years, much has occurred in the field of traumatology, including the widening of the audience and the awareness of PTSD (post-traumatic stress disorder). This book from celebrated traumatology pioneer Charles Figley, further clarifies the concept of compassion fatigue through theory, research, and treatment. The basic thesis of this book is the identification, assessment, and treatment of compassion fatigue and this is done over eleven chapters, each from distinguished researchers in the field.
Choosing Civility: The Twenty-five Rules of Considerate Conduct	P.M. Forni	2003	"Professor Forni explodes the popular academic myth that people who are polite simply don't know any better." - Judith Martin (Miss Manners)
Nonviolent Communication: A Language of Life	Marshall B. Rosenberg	2003	In this internationally acclaimed text, Marshall Rosenberg offers insightful stories, anecdotes, practical exercises and role-plays that will dramatically change your approach to communication for the better. Discover how the language you use can strengthen your relationships, build trust, prevent conflicts and heal pain. Revolutionary, yet simple, Nonviolent Communication offers you the most effective tools to reduce violence and create peace in your life—one interaction at a time.
The Courageous Follower: Standing Up to & for Our Leaders	Ira Chaleff	2003	"The Courageous Follower contains remarkable insight and a lot of practical advice that will be of enormous benefit to followers, and maybe even more benefit leaders." - General Walter Ulmer, Jr. CEO, Center for Creative Leadership
Beyond Neutrality: Confronting the Crisis in Conflict Resolution	Bernard Mayer	2004	" <i>Beyond Neutrality</i> is a foundational work for creating a deepened, more robust field. The premises of this book will be debated, revised, and expanded, but they will set the agenda for our field for the next generation." - Carl Schneider, director, Mediation Matters, Bethesda, Maryland
The Joy of Conflict Resolution: Transforming Victims, Villains and Heroes in the Workplace and at Home	Gary Harper	2004	The rapid rate of change in the workplace and among families often leads to conflict and confrontation which can undermine productivity and poison relationships. The Joy of Conflict Resolution helps readers understand conflict and why it arises through the lens of the "drama triangle" of victims, villains and heroes.
Effective Leadership: Ten Steps for Technical Professions	David L. Goetsch	2004	Effective leadership is a key component of organizations that are competitive in today's marketplace. <i>Effective Leadership: Ten Steps for Technical Professions</i> helps the reader develop the knowledge, skills, insights, and attitude needed in order to become an effective leader.

Work and Integrity: The Crisis and Promise of Professionalism in America	William M. Sullivan	2004	"Sullivan examines the historical role of professionals in American society, pointing out that the professions have been affected and changed by new work patterns. He argues that, given increasing global interdependence coupled with emerging information technology, professionals in the public and private sector must re-examine their responsibility to larger society. Reinventing professionalism as a civic art is a central theme of the book. Thus, integrity in professional work includes the social dimensions of caring for people and purposes and making commitments to the social good. This is a well-documented scholarly treatise, more theoretical than applied. Highly recommended for academic libraries." - Jane M. Kathman, College of St. Benedict Library
The 7 Habits of Highly Effective People	Stephen R. Covey	2004	In <i>The 7 Habits of Highly Effective People</i> , author Stephen R. Covey presents a holistic, integrated, principle-centered approach for solving personal and professional problems. With penetrating insights and pointed anecdotes, Covey reveals a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.
Crucial Confrontations: Tools for Resolving broken promises, violated expectations, and bad Behavior	Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler	2005	Your ability to handle a crucial conversations and confrontations—no matter how difficult—is the single most important factor in your personal and professional success. The Crucial Conversations and Crucial Confrontations bundle offers readers a terrific cost savings on these life-changing books.
Crucial Conversations: Tools for Talking When Stakes Are High	Kerry Patterson, Joseph Grenny, Ron McMillan, Al Switzler	2005	When stakes are high, opinions vary, and emotions run strong, you have three choices: Avoid a crucial conversation and suffer the consequences; handle the conversation badly and suffer the consequences; or read Crucial Conversations and discover how to communicate best when it matters most. Crucial Conversations gives you the tools you need to step up to life's most difficult and important conversations, say what's on your mind, and achieve the positive resolutions you want.
Beyond Reason	Roger Fisher and Daniel Shapiro	2005	Powerful, practical advice. It will put your emotions to good use. - Archbishop Desmond Tutu
The Resiliency Advantage: Master Change, Thrive Under Pressure, and Bounce Back from Setbacks	Al Siebert	2005	Resiliency - the ability to adapt to life's changes and crises - is the key to a healthy, productive life. Unfortunately, it's all too easy to get bogged down by feelings of anger and helplessness. The Resiliency Advantage helps readers banish negative, self-defeating thoughts and break free from the roles of "victim" and "good child" while improving problem-solving skills, maintaining humor and optimism during rough times, and becoming both self-reliant and socially responsible. By mastering the five stages of development - sustaining health, energy, and positive feelings; handling challenges; achieving positive self-esteem, self-confidence, and self-concept; honing the skills and attributes of highly resilient people; and developing a talent for serendipity - readers learn to stand up to adversity, overcome obstacles, and meet life head on.
Conflict Across Cultures: A Unique Experience of Bridging Differences	Michelle LeBaron & Venashri Pillay	2006	"This is one of the few works on culture and conflict resolution that actually practices what it preaches. The authors have drawn on their own cultural diversity to produce a framework that can be used by conflict resolution practitioners and laypeople from all walks of life." - Ambassador John W. McDonald, Chairman, The Institute for Mutli-Track Diplomacy

Envisioning the Future of Doctoral Education: Preparing Stewards of the Discipline	Chris M. Golde & George E. Walker	2006	"Anyone who cares about the next generation of the professoriate must read this book! Its thesis—that Ph.D.'s are "stewards of their disciplines" as well as experts in their field—produces insightful essays with critiques of current doctoral education and suggestions for change. Walker's four-step approach outlines the way departments can redesign doctoral education to enhance both professional expertise and the 'stewardship' of future Ph.D.'s." - Katharine Lyall, President Emeritus, University of Wisconsin System
How to Negotiate Like a Pro: 41 Rules For Resolving Disputes	Mary Greenwood	2006	For over twenty-five years, author Mary Greenwood has worked in careers that required expert negotiation. After becoming a professional union negotiator, she began to notice a specific set of rules people use to settle disputes. Greenwood compiles many of these rules in <i>How to Negotiate Like a Pro: 41 Rules for Resolving Disputes</i> , an easy-to-understand guide to negotiating any type of situation.
The Power of a Positive No: Save The Deal Save The Relationship and Still Say No	William Ury	2007	Twenty-five years after the publication of the bestselling <i>Getting to Yes</i> , Ury addresses the other side of the coin, but his version of "No" is not a simple rejection. "A Positive No begins with Yes and ends with Yes," he says, because it defines the nay-sayer's self-interests and paves the way for a continued relationship. Ury delineates this "Yes! No. Yes?" pattern recursively, so that each step is itself another three-part process. Gandhi, he shows how his principles can be used in the home and the workplace.
Conflict Coaching: Conflict Management Strategies and Skills for the Individual	Tricia S. Jones & Ross Brinkert	2007	<i>Conflict Coaching: Conflict Management Strategies and Skills for the Individual</i> defines this growing area of conflict resolution and distinguishes conflict coaching as a stand-alone resolution technique. In a service society where human relationships are central to our professional as well as personal lives, individuals value one-on-one attention to obtain custom solutions for handling important interpersonal communication.
Quiet Leadership: Six Steps to Transforming Performance at Work	David Rock	2007	Improving the performance of your employees involves one of the hardest challenges in the known universe: changing the way they think. In constant demand as a coach, speaker, and consultant to companies around the world, David Rock has proven that the secret to leading people (and living and working with them) is found in the space between their ears. "If people are being paid to think," he writes, "isn't it time the business world found out what the thing doing the work, the brain, is all about?" Supported by the latest groundbreaking research, <i>Quiet Leadership</i> provides a brain-based approach that will help busy leaders, executives, and managers improve their own and their colleagues' performance. Rock offers a practical, six-step guide to making permanent workplace performance change by unleashing higher productivity, new levels of morale, and greater job satisfaction.
How to Mediate Like a Pro: 42 Rules For Mediating Disputes	Mary Greenwood	2008	For over twenty-five years, Author Mary Greenwood has been resolving disputes in her professional career as an Attorney, Mediator, Human Resources Director, Union Negotiator, and Labor Arbitrator. Her book <i>How to Negotiate Like a Pro</i> , Which has won six book awards, was based on her experience as a Union Negotiator. The sequel <i>How to Mediate Like a Pro</i> is based on her experience as a Mediator in over 7000 cases.
The Organizational Ombudsman	Charles L. Howard	2010	An essential resource for ombudsman, dispute resolution professionals, in-house counsel, corporate executives, university administrators, compliance officers, and human resources personnel, this book provides a history of the evolution of the role of an organizational ombudsman, as it developed in universities, business, and the government since the 1960's.

Interview Like A Pro	Mary Greenwood	2010	Written by longtime human resources director Mary Greenwood, the author of <i>How to Negotiate Like a Pro</i> and <i>How to Mediate Like a Pro</i> , this guidebook offers strategies and practical tips about the interview process. Learn how to prepare for your next interview and how to answer the difficult questions that leave other candidates stuttering.
The Power of Framing: Creating the Language of Leadership	Gail T. Fairhurst	2010	The Power of Framing is an accessible and inspirational read for leaders who want to shape their organizations in ethically responsible ways
Leadership and Self-Deception: Getting out of the Box	Arbinger Institute	2010	Leadership and Self-Deception uses an entertaining story about an executive facing challenges at work and at home to expose the precise psychological processes that conceal our true motivations and intentions from us and trap us in a “box” of endless self-justification. Most importantly, the book shows us the way out. The book’s central insight—that the key to leadership lays not in what we do, but in who we are—has proved to have powerful resonances not only for organizational leadership, but in readers’ personal lives as well.
The Five Percent: Finding Solutions to Seemingly Impossible Conflicts	Peter Coleman	2011	One in every twenty difficult conflicts ends up grinding to a halt. That’s fully 5 percent of not just the diplomatic and political clashes we read about in the newspaper, but disputations and arguments from our everyday lives as well. Once we get pulled into these self-perpetuating conflicts it is nearly impossible to escape. The 5 percent rule us.
The Ombudsman Handbook	James T. Ziegenfuss Jr. and Patricia O'Rourke	2011	Public and private organizations can benefit from the creation and implementation of an ombudsman program designed to problem-solve at the organizational level. This timely book presents the ombudsman in concept and in practice, offering full design and operational details from start-up to key activities and roles, as well as the benefits for the top executives, the employees and the customers. Case studies from numerous fields are examined to illustrate how a strong ombudsman program is vital to avoiding litigation, resolving conflicts and assisting management.
It's All Your Fault! 12 Tips for Managing People Who Blame Others for Everything	Bill Eddy	2012	This is Bill Eddy's book filled with lots of practical methods for handling High Conflict People (HCPs) in any setting, including neighbor disputes, workplace conflicts, family battles, with strangers, etc. HCPs target those close to them and people in positions of authority, so in this book Bill focuses on what to do when YOU are the Target of Blame—and how to avoid (or prevent) being one for long.