

COMMUNICATION

A listing of materials available at the Justice Institute Library

GENERAL BOOKS

Advanced Presentations by Design: Creating Communication that Drives Action by Andrew V. Abela. San Francisco, CA: Pfeiffer. (HF 5718.22 A24 2013)

The Art of Explanation: Making Your Ideas, Products, and Services Easier to Understand by Lee LeFever. Hoboken, NJ: John Wiley & Sons. (BF 637 C45 L45 2013)

The Art of Talking to Anyone: Essential People Skills for Success in Any Situation by Rosalie Maggio. New York, NY: McGraw-Hill. (HM 1166 M34 2005)

Ask More: The Power of Questions to Open Doors, Uncover Solutions, and Spark Change by Frank Sesno. New York, NY: AMACOM. (BF 637 C45 S474 2017)

Communicating Risk edited by Jonathan Crichton, Christopher N. Candlin, and Arthur S. Firkins. New York, NY: Palgrave Macmillan. (T 10.68 C636 2016)

Communication: Skills to Inspire Confidence by Barrie Hopson. Amsterdam, NL: Pfeiffer & Co. (BF 637 C45 H66 1993)

Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior by Kerry Patterson ... [et al.]. New York, NY: McGraw-Hill. (HM 1121 C78 2013)

Crucial Conversations: Tools for Talking When Stakes are High by Kerry Patterson ... [et al.]. New York, NY: McGraw-Hill. (BF 637 C45 C78 2012)

Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst by Rick Brinkman and Rick Kirschner. New York, NY: McGraw-Hill. (HM 1106 B75 2012)

Dialogic Civility in a Cynical Age: Community, Hope, and Interpersonal Relationships by Ronald C. Arnett and Pat Arneson. Albany, NY: State University of New York Press. (HM 1166 A76 1999)

Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton, and Sheila Heen. New York, NY: Penguin Books. (BF 637 C45 S78 2010)

Everyday Encounters: An Introduction to Interpersonal Communication by Julia Wood and Ann Schweitzer. Toronto, ON: Nelson Education Ltd. (BF 637 C45 W656 2016)

Face to Face Communication: Making Human Connections in a Technology-Driven World by Kathleen A. Begley. Boston, MA: Thomson Course Technology. (HF 5718 B435 2004)

Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them by Holly Weeks. Boston, MA: Harvard Business Press. (HF 5718 W4175 2008)

Fierce Conversations: Achieving Success at Work & in Life, One Conversation at a Time by Susan Scott. New York, NY: New American Library. (BJ 2121 S42 2017)

First Nations Communications Toolkit. Ottawa, ON: Indian and Northern Affairs Canada. (E 78 C2 F578 2007)

Got Your Attention? How to Create Intrigue and Connect with Anyone by Sam Horn. Oakland, CA: Berrett-Koehler Publishers. (BF 637 C45 H674 2015)

He Says, She Says: Closing the Communication Gap between the Sexes by Lillian Glass. New York, NY: Putnam. (P 96 S48 G5 1992)

How Not to Take It Personally: 10 Action Strategies for Communications Success in Business and in Life by Vera N. Held. Whitby, Ont.: McGraw-Hill Ryerson Ltd. (BF 637 C45 H4 1996)

How to Get Your Point Across in 30 Seconds — or Less by Milo O. Frank. New York, NY: Pocket Books. (HF 5718 F74 1986)

How to Have That Difficult Conversation You've Been Avoiding: With Your Spouse, Adult Child, Family, Boss, Coworker, Friend, Parent, or Someone You're Dating by Henry Cloud and John Townsend. Grand Rapids, MI: Zondervan. (BV 4597.53 C58 C59 2006)

How to Say it When You Don't Know What to Say: The Right Words for Difficult Times by Robbie Miller Kaplan. Upper Saddle River, NJ: Prentice Hall Press. (BF 637 C54 K36 2004)

How to Talk So People Listen: Connecting in Today's Workplace by Sonya Hamlin. New York, NY: Collins. (HF 5718 H284 2006)

Humble Inquiry: The Gentle Art of Asking Instead of Telling by Edgar H Schein. San Francisco, CA: Berrett-Koehler Publishers. (BF 637 C45 S352 2013)

I'm Right and You're an Idiot: The Toxic State of Public Discourse and How To Clean It Up by James Hoggan. Gabriola Island, BC: New Society Publishers. (HM 1166 H64 2016)

Improving Peer Relationships: Achieving Results Informally by Norman C. Hill. Menlo Park, CA: Crisp Publications, Inc. (HD 58.6 H545 1996)

In the Line of Fire: How to Handle Tough Questions When It Counts by Jerry Weissman. Upper Saddle River, NJ: FT Press. (HF 5718.22 W449 2014)

Influencing Others: Successful Strategies for Persuasive Communication by William L. Nothstine. Los Altos, CA: Crisp Publications. (BF 637 P4 N684 1989)

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- Interpersonal Communication for Canadians: An Interdisciplinary Approach** by Jennifer MacLennan. Don Mills, ON: Oxford University Press. (BF 637 C45 M18 2007)
- Interpersonal Communication: Relating to Others** by Steven A. Beebe ... [et al.]. Don Mills, ON: Pearson Canada Inc. (BF 637 C45 I68 2017)
- Interpersonal Living: A Skills-Contract Approach to Human-Relations Training in Groups** by Gerard Egan. Monterey, CA: Brooks/Cole Pub. Co. (HM 134 E35 1976)
- Just Listen: Discover the Secret to Getting through to Absolutely Anyone** by Mark Goulston. New York, NY: American Management Association. (HF 5718 G68 2010)
- Let the Story Do the Work: The Art of Storytelling for Business Success** by Esther K. Choy. New York, NY: Amacom, American Management Association. (HD 30.3 C47 2017)
- Life is a Series of Presentations: 8 Ways to Punch Up Your People Skills At Work, At Home, Anytime, Anywhere** by Tony Jeary, Kim Dower, and J.E. Fishman. Toronto ON: Fireside. (HF 5718.22 J433 2004)
- LOOK: Looking Out, Looking in** by Ronald B. Adler, Judith A. Rolls and Russell F. Proctor. Toronto, ON: Nelson Education Ltd. (BF 637 C45 A335 2018)
- Men Are from Mars, Women Are from Venus: A Practical Guide for Improving Communication and Getting What You Want in Your Relationships** by John Gray. New York, ON: HarperCollins. (HQ 734 G727 1992)
- Messages: The Communication Skills Book** by Matthew McKay, Martha Davis, and Patrick Fanning. Oakland, CA: New Harbinger Publications. (P 90 M253 2009)
- Never Say "No Comment": How Spin Doctors Answer Questions** by Ian Taylor and George Olds. Toronto, ON: LB Pub. Services. (HM 1221 T39 2003)
- No One Understands You and What to Do About It** by Heidi Grant Halvorson. Boston, MA: Harvard Business Review Press. (BF 637 C45 H2817 2015)
- Nonviolent Communication: A Language of Life** by Marshall B. Rosenberg. Encinitas, CA: PuddleDancer Press. (BF 637 C45 R67 2015)
- The Power to Communicate: Gender Differences as Barriers** by Deborah Borisoff and Lisa Merrill. Prospect Heights, IL: Waveland Press. (HQ 1075.5 U6 B67 1998)
- Pragmatics of Human Communication: A Study of Interactional Patterns, Pathologies, and Paradoxes** by Paul Watzlawick, Janet Helmick Beavin, and Don D. Jackson. New York, NY: Norton. (BF 637 C45 W3 1967)
- Say It Right the First Time** by Loretta Malandro. New York, NY: McGraw-Hill. (HM 1166 M35 2003)

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Simply Said: Communicating Better at Work and Beyond by Jay Sullivan. Hoboken, NJ: Wiley.
(HF 5718 S855 2016)

Speak to Influence: How to Unlock the Hidden Power of Your Voice by Susan Berkley. Englewood Cliffs, NJ: Campbell Hall Press. (PN 4121 B475 2004)

Tactical Interpersonal Communications: Skills for Justice Studies and Emergency Services Training by Judith Harper. Toronto, ON: Nelson. (HM 1106 H276 2005)

Talk Your Way to the Top: Communication Secrets to Change Your Life by Kevin Hogan. Gretna, LA: Pelican Pub. (HF 5386 H633 2000)

That's Not What I Meant! How Conversational Style Makes or Breaks Relationships by Deborah Tannen. New York, NY: Ballantine Books. (P 95.45 T364 1987)

Tough Questions--Good Answers: Taking Control of Any Interview by Thomas F. Calcagni. Sterling, VA: Capital Books. (HM 1166 C35 2008)

Understanding Intercultural Communication by Jane Suderman. Scarborough, ON: Nelson.
(GN 345.6 S92 2006)

What Do I Say Next? Talking Your Way to Business and Social Success by Susan RoAne. New York, NY: Warner Books. (BJ 2121 R63 1997)

When the Headline is You: An Insider's Guide to Handling the Media by Jeff Ansell. San Francisco, CA: Jossey-Bass. (HM 1221 A57 2010)

The Worst is Over: What to Say When Every Moment Counts. Middletown, DE. Judith Acosta and Judith Simon Prager. (RC 489 M53 A26 2014)

You & Me: The Skills of Communicating and Relating to Others by Gerard Egan. Monterey, CA: Brooks/Cole Pub. Co. (HM 132 E34 1977)

You Just Don't Understand: Women and Men in Conversation by Deborah Tannen. New York, NY: Ballantine Books. (HQ 734 T24 1991)

You've Got 8 Seconds: Communication Secrets for a Distracted World by Paul Hellman. New York, NY: AMACOM. (HD 30.3 H437 2017)

GENERAL DVDs

D1147 **Communication Essentials. Speaking Essentials** (DVD, 20 minutes)
This program shows students ways to overcome the fear of public speaking and transform it into positive energy. These include thorough preparation (from learning the wants and needs of the audience to scoping out the location at which the speech will take place) as well as starting with a strong opener, finding the right pace, using nonverbal communication, and more. (McIntyre Media Inc.) (BF 637 C45 C6648 2010)

- D1865 **Dealing with People You Can't Stand: Bringing Out the Best in People at Their Worst** (DVD, 141 minutes)
Examines how to apply specific communication strategies to handle various problem behaviors in the workplace. (Rick Brinkman) (HM 1106 B75 2004)
- D199 **Gender & Communication: Male-Female Differences in Language & Nonverbal Behavior** (DVD, 42 minutes)
Explores the impact that gender has on verbal messages including speech, language, and vocabulary, as well as on nonverbal channels of communication such as touch, movement, and gesture. (Image Media) (HM 258 G46 2001)
- D555 **That's Not What I Meant! Language, Culture, & Meaning** (DVD, 56 minutes)
Presents a lecture to a university audience, in which Deborah Tannen lays out and illustrates her linguistic approach to understanding how we use language to create meaning and why communication sometimes goes awry. She also talks about her research, examines conversational styles, and explains that how you say things is often as important as what you say. (Pulse Media) (P 95.45 T52 2004)

GENERAL AUDIO CDs

The Art of Talking to Anyone: Essential People Skills For Success in Any Situation by Rosalie Maggio. Burlington, NC: McGraw-Hill Audio. (HM 1166 M34 2006)

Featuring useful advice on how to maximize communication skills, this program for communicating in any situation presents sample dialogues and responses, outlines the dos and don'ts, and offers confidence-building advice on how to communicate effectively.

The Best-Kept Secrets of Great Communicators: Nine Secret Weapons To Shine Socially, Uncover Opportunities, and Be Perceived As Smarter, Sharper, and Savvier by Peter Thomson. New York, NY: Simon & Schuster Audio. (BF 637 C45 T484 2002)

This program covers the following: active listening techniques and the impact they have on enhancing your personal and professional relationships; how to handle difficult communication situations with effectiveness; the hidden power of questions that can turn challenging situations into winning achievements; how to be more confident and persuasive in any endeavor that you pursue; and body language -- how to spot whether people are lying or telling the truth.

Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior by Kerry Patterson ... [et al.]. McGraw-Hill Education on Brilliance Audio. (HM 1121 C78 2014)

Broken promises, missed deadlines and poor behavior don't just make others' lives miserable: they can sap up to 50 percent of organizational performance and account for the vast majority of divorces. This program offers tools for improving relationships in the workplace and in life and for resolving all these problems.

Crucial Conversations: Tools for Talking When Stakes Are High by Kerry Patterson ... [et al.]. New York, NY: McGraw-Hill Audio. (BF 637 C45 C78 2002A)

“Mainly about resolving conflicts and influencing people, this useful guide covers every conceivable aspect of talking with others. People hear facts and stories and turn them into shared knowledge when they're not attacked or overpowered--in other words, when they feel safe. No mushy mental health lesson, the program does a stellar job of explaining many types of communication errors and describing the best ways to achieve mutual purpose. The authors have exceptional ideas about moving toward healthy solutions in a variety of business and personal realms. Anna Fields gives a perfect reading--emotionally bright but still allowing the lesson to retain its practical, straight-talking nature.”--AudioFile

Difficult Conversations: How to Discuss What Matters Most by Douglas Stone, Bruce Patton, and Sheila Heen. New York, NY: Bantam Doubleday Dell Audio Publishing. (BF 637 C45 S782 1999A)

This audio-CD teaches how to handle even the toughest conversations more effectively and with less anxiety. The authors answer the question: When people confront the conversations they dread the most, what works? They show how to get ready, how to start the conversation in ways that reduce defensiveness, and how to keep the conversation on a constructive track regardless of how the other person responds.

How to Get Your Point Across in 30 Seconds – or Less by Milo O. Frank. New York, NY: Simon & Schuster Audio. (HF 5718 F74 1999)

You can get your point across in 30 seconds. Media research proves it. Television commercials capitalize on it. People are only able to give their full, undivided attention in 30 second “bites.” Whether you are writing a letter or memo, making a speech, asking for a raise or promotion, making a point, or closing a sale, this program is an invaluable training tool for both business people and professionals. You will be amazed at your enhanced effectiveness when you discover how to use the 30 second message to get exactly what you want.

Voice of a Leader: Vocal Awareness to Empower Your Communication in Business and in Life by Arthur Samuel Joseph. Boulder, CO: Sounds True. (PN 4162 J678 2007)

Sociologists rank public speaking as our greatest fear. Samuel Joseph offers proven methods to overcome this fear and create a paradigm shift in the way you present yourself. You will learn the skills necessary to maximize the power of your voice, increase your confidence, and instill consciousness in your communication both in business and in life.

ASSERTIVE COMMUNICATION - BOOKS

Assert Yourself by Gael Lindenfield. London, ENG: Harper Thorsons. (BF 575 A85 L56 2014)

Asserting Yourself: A Practical Guide for Positive Change by Sharon Anthony Bower and Gordon H. Bower. Reading, MA: Perseus Books. (BF 575 A85 B68 1991)

Asserting Yourself In Conflict Situations. New Westminster, BC, Justice Institute of British Columbia, Centre for Conflict Resolution. (BF 575 A85 H32 2006) (Shelved in Course manuals section. For Library use only.)

The Book of No: 365 Ways to Say it, Mean it, and Stop People-Pleasing Forever by Susan Newman. Nashville, TN: Turner Publishing Company. (BF 575 A85 N49 2017)

The Courageous Messenger: How to Successfully Speak Up at Work by Kathleen D. Ryan, Daniel K. Oestreich, and George A. Orr. San Francisco, CA: Jossey-Bass Publishers. (HD 30.5 R93 1996)

Developing Positive Assertiveness by Sam R. Lloyd. Menlo Park, CA: Crisp Publications. (BF 575 A85 L56 2002)

Don't Be Nice, Be Real: Balancing Passion for Self with Compassion for Others by Kelly Bryson. Santa Rosa, CA: Elite Books. (BF 575 A85 B79 2004)

Managing Assertively: How to Improve Your People Skills: A Teaching Guide by Madelyn Burley-Allen. New York, NY: John Wiley & Sons. (HF 5549 B89 1995)

People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts by Robert Bolton. New York, NY: Simon & Schuster. (HM 132 B65 1986)

Power Thinking: Building Better Arguments by Terry Meagher and Joseph Meagher. Kemptville, ON: Veterans Publications. (BC 177 M423 2003)

Talking Back to Sexual Pressure: What to Say...To Resist Persuasion...To Avoid Disease...To Stop Harassment...To Avoid Acquaintance Rape by Elizabeth Powell. Minneapolis, MN: CompCare Publishers. (HQ 31 P79 1991)
Provides advice and specific skills for asserting and protecting your sexual rights, including what to say and do in uncomfortable or potentially dangerous situations, and where to get and give help.

When I Say No, I Feel Guilty: How to Cope Using the Skills of Systematic Assertive Therapy by Manuel J. Smith. Toronto, ON: Bantam Books. (BF 575 A85 S63 1975)

Your Perfect Right: Assertiveness and Equality in Your Life and Relationships by Robert E. Alberti and Michael L. Emmons. Oakland, CA: Impact Publishers. (BF 575 A85 A43 2017)

ASSERTIVE COMMUNICATION - DVDs

D995

Assert Yourself: Learning to be Assertive (DVD, 28 minutes)

Passive people avoid confrontation but fail miserably at getting what they want. And while aggressive people often appear to be successful, they rarely win the willing co-operation of their colleagues in the long-run. Assertiveness, however, is much more advantageous. It does not conflict with listening and accepting the views of colleagues or customers, and is more likely to lead to a satisfactory solution to any problem. It allows potentially valuable ideas to be aired. By behaving more assertively your staff can be more positive, more creative and better equipped to get their job done effectively. This entertaining programme looks at the advantages and disadvantages of passive, aggressive and assertive behaviour. In a series of different situations - from the office, within meetings, and even within a hospital - the techniques of assertive behaviour are explained, together with how to get your inner dialogue right, and how to communicate what you want with honesty and relevance whilst respecting the rights of those you are addressing. (RG Training Resources) (BF 575 A85 A879 2007)

D1000 **Straight Talking** (DVD, 25 minutes)

John Cleese demonstrates the results of both submissive and aggressive behaviour, and then demonstrates how to handle situations assertively to work toward a shared goal. Includes: focusing on what is relevant, establishing a bottom line of negotiation, using the "instant replay", being helpful, avoiding personal comments, and negotiating as equals. (Video Arts) (BF 575 A85 S778 1991)

COMMUNICATION IN CORRECTIONS - BOOKS

Communicating Effectively with Staff. Lanham, MD: American Correctional Association. (HV 8763 C664 2005)

Feedback: Giving it, Receiving it by Shirley Poertner and Karen Massetti Miller. Lanham, MD: American Correctional Association. (HV 9469 P54 1998)

Listening: Are You Hearing the Real Message? by Jim Dugger. Lanham, MD: American Correctional Association) (BF 323 L5 D834 1998)

COMMUNICATION IN CORRECTIONS - DVDs

D075 **Communication vs. Overfamiliarity** (DVD, 30 minutes)

The purpose of this program is to show correctional personnel how to distinguish between proper communication with inmates and overfamiliarity, and how to recognize what signals can be put out with both verbal and non-verbal communication. (Lockup USA) (HV 8751 C646 1996)

D076 **Importance of Documentation for the Line Officer** (DVD, 35 minutes)

The purpose of this training program is to demonstrate the need to informally and formally document an officer's and supervisor's daily activities. It explores the situations when informal documentation is warranted and situations where formal report documentation is necessary. (Lockup USA) (HV 8763 I463 1995)

D092 **Interpersonal Communication Skills** (DVD, 26 minutes)

This program familiarizes correctional staff with the importance of developing good communication skills with inmates. This can help to insure a better relationship between inmates and staff leading to less stress on the job and fewer violent incidents in the facility. (Lockup USA) (HV 8763 I573 2001)

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- D014 **Interpersonal Communications in the Correctional Setting** (DVD, 100 minutes)
This DVD and CD-ROM package features a training program based on a basic communication skills model developed by Robert R. Carhuff. This model has been used for more than 35 years to train correctional officers and counselors. The program begins with an introduction to the interpersonal communication (IPC) model. Five sessions cover the basics of sizing up the situation; these include positioning, posturing, observing, listening. Five sessions cover the “add-ons” of communicating with inmates; these include the following: responding to inmates, identifying content; responding to inmates, identifying feeling; responding to inmates, identifying meaning; and asking questions. Four sessions cover the applications of managing behavior; these include handling requests, making requests, and reinforcing behavior. Materials on the CD-ROM include an instructor guide, participant manual, and the competency test and answer key. Video segments on the DVD include narrative introductions to the skill being discussed and dramatized scenes that show the lack or use of the skill being covered. (National Institute of Corrections) (HV 8763 I583 2004)
- D091 **Maintaining a Professional Demeanor in the Workplace** (DVD, 26 minutes)
Looks at the factors involved in maintaining a professional demeanor in the workplace: appearance, conduct, job performance, attitude, communication skills and behavior while off-duty. The video stresses that being employed as a corrections professional carries with it a large responsibility towards the inmates, fellow staff members and the general public. (Lockup USA) (HV 8763 M236 1998)
- D067 **The Role of the Supervisor** (DVD, 30 minutes)
This program gives new and experienced supervisors valuable insight into their role of maintaining security and efficient operations in their correctional facility. Making the transition from line officer to supervisor can be a challenging task — good communication and people skills are necessary ingredients to be successful. This training tape explores these issues. (Lockup USA) (HV 8759 R647 1993)
- D1055 **Staff Communications and Relations** (DVD, 31 minutes)
This program's purpose is to explore the critical importance of good communications and relationships between line officers, supervisors, and administration in a well-run correctional facility. It demonstrates how any breakdown in communication can compromise the safety and security of a facility and put offices in jeopardy. (Lockup USA) (HV 8763 S723 1994)
- D061 **Staff Inmate Communications** (DVD, 30 minutes)
Shows basic communication, saying “no”, handling abusive inmates and staff/staff communications. (Lockup USA) (HV 8751 S725 1992)

COMMUNICATION IN EDUCATION - BOOKS

Communicating in College Classrooms by Jean M. Civikly. San Francisco, CA: Jossey-Bass.
(LB 1738 C65 1986)

Effective Leadership Communication: A Guide for Department Chairs and Deans for Managing Difficult Situations and People by Mary Lou Higgerson and Teddi A. Joyce. Bolton, MA: Anker Pub. (LB 2331.66 H54 2007)

How to Talk so Kids Can Learn — At Home and in School by Adele Faber. New York, NY: Rawson Associates. (LB 1033 H69 1995)

COMMUNICATION IN EMERGENCY MANAGEMENT - BOOKS

Communicating Emergency Preparedness: Practical Strategies for the Public and Private Sectors by Damon P. Coppola and Erin K. Maloney. Boca Raton, FL: CRC Press. (HV 551.2 C69 2017)

Communicating Environmental Risk in Multiethnic Communities by Michael K. Lindell and Ronald W. Perry. Thousand Oaks, CA: Sage Publications. (TD 194.5 L563 2004)

Communicating in a Crisis: Risk Communication Guidelines for Public Officials. Rockville, MD: U.S. Dept. of Health and Human Services Public Health Service. (HV 551.2 C643 2002)

Crisis + Emergency Risk Communication: By Leaders for Leaders edited by William Hall, Barbara Reynolds, and Marsha Vanderford. Atlanta, GA: Centers for Disease Control and Prevention. (RC 86.3 R493 2002)
Contains two DVDs with interviews with leaders.

Crisis Communications: A Casebook Approach by Kathleen Fearn-Banks. New York, NY: Routledge. (HD 59 F437 2011)

Crisis Communications: A Primer for Teams: Roles, Resources, Processes, Principles by Al Czarniecki. New York, NY: iUniverse. (HD 49 C93 2007)

Crisis Communication: Case Studies and Lessons Learned from International Disasters by Kjell Brataas. New York, NY: Routledge. (HD 49 B73 2018)

Crisis Communications in Canada: A Practical Approach by John Cooper. Toronto, ON: Centennial College Press. (HD 30.3 C66 2015)

Disaster Communications in a Changing Media World by George D. Haddow and Kim S. Haddow. Waltham, MA: Butterworth-Heinemann. (HV 551.2 H25 2014)

Effective Communication During Disasters: Making Use of Technology, Media, and Human Resources edited by Girish Bobby Kapur, Sarah Bezek, and Jonathan Dyal. Waretown, NJ: CRC Press. (HV 551.2 E34 2017)

Effective Media Communication During Public Health Emergencies: A WHO Handbook by Randall N. Hyer and Vincent T. Covello. Geneva: World Health Organization. (RA 423.2 H942 2007)

Jane's Crisis Communications Handbook by Louie Fernandez and Martin Merzer. Alexandria, VA: Jane's Information Group. (HV 7938 C8 F475 2003)

Mass Notification and Crisis Communications: Planning, Preparedness, and Systems by Denise C. Walker. Boca Raton, FL: CRC Press. (HV 551.2 W34 2012)

Pre-Crisis Planning, Communication, and Management: Preparing for the Inevitable edited by Bolanle A. Olaniran, David E. Williams, and W. Timothy Coombs. New York, NY: Peter Lang (HD 49 P74 2012)

Social Media in Disaster Response: How Experience Architects Can Build for Participation by Liza Potts. New York, NY: Routledge, Taylor & Francis Group. (HV 551.2 P68 2014)

You'd Better Have a Hose if You Want to Put Out the Fire: The Complete Guide to Crisis and Risk Communications: Professional Tips, Tactics, Dos, Don'ts and Case Histories by Rene A. Henry. Windsor, CA: Gollywobbler Productions. (HD 49 H46 2000)

Your Problem, Our Story: A Management Guide to Handling Emergencies and the Media by Philip Algar. Matfield, ENG: Matfield. (HD 59 A44 2008)

COMMUNICATION IN EMERGENCY MEDICINE - BOOKS

9-1-1 Emergency Communications Manual: Police-Fire-Medical Communications: Call Receiving, Dispatch, Crisis Intervention, Stress, Liability, Enhanced 911, Crisis by Sue Pivetta. Sumner, WA: Professional Pride Publishing. (HV 7936 C8 P584 2003)

Communication: Core Interpersonal Skills for Health Professionals by Glyn O'Toole. Chatswood, NSW: Elsevier. (R 118 O86 2016)

Emergency Dispatching: A Medical Communicator's Guide by Susi B. Steele. Englewood Cliffs, NJ: Regents/Prentice Hall. (RA 995 S74 1993)

Emergency Responder Communication Skills Handbook: How Your Words and Actions Affect People in Medical Distress by Brian E. Walsh. Victoria, BC: Walsh Seminars Pub. House. (RC 86.3 W254 2010)

Field Guide to the Difficult Patient Interview by Frederic W. Platt and Geoffrey H. Gordon. Philadelphia, PA: Lippincott Williams & Wilkins. (RC 65 P53 2004)

Resolving Conflict & Improving Communication: A Guide for Healthcare Professionals by Heather A. Lamoureux and Elaine Seifert. Calgary, AB: Kingsley Pub. (R 728 L34 2009)

Writing Speaking, & Communication Skills for Health Professionals by Stephanie Barnard ... [et al.]. New Haven, CT: Yale University Press. (R 118 W757 2001)

COMMUNICATION IN EMERGENCY MEDICINE - DVDs

- D356 **How to Connect in Healthcare in 90 Seconds or Less** (DVD, 17 minutes)
 A licensed master practitioner of neuro-linguistic programming as well as an author and speaker, Nicholas Boothman presents guidelines and techniques for healthcare professionals on how to make a genuine connection with those who matter most -- patients, families, coworkers and the public -- on how to improve relationships, raise productivity, and have more fun at work. These include: choosing the right attitude (welcoming, empathetic, curious and resourceful); sending the right signals (e.g. synchronizing communication styles); and engaging others by getting them to talk and keep talking (e.g. listen actively) (AEMAC) (R 727.3 H68 2003)
- D497 **Therapeutic Communication** (DVD, 30 minutes)
 Communication is critical to your ability to be an effective EMT. Although it is not as tangible a skill as bandaging a wound or measuring blood pressure, it is a critical part of every call. This course provides the basic level EMS provider with techniques for communicating with patients during a crisis. Special attention will be given to elderly, children, suicide, homeless, and high-risk patients and social/cultural issues that will impact therapeutic communication. (Trinity Workplace Learning) (R 727.3 T443 2007)

COMMUNICATION IN THE FAMILY - BOOKS

- The 7 Habits of Highly Effective Families: Building a Beautiful Family Culture in a Turbulent World** by Stephen R. Covey. New York, NY: Golden Books. (HQ 734 C8658 1997)
- Focusing with Children: The Art of Communicating with Children at School and at Home** by Marta Stapert and Erik Verliefe. Ross-on-Wye, ENG: PCCS Books. (BF 723 C57 S69 2008)
- How to Stop Your Relatives from Driving You Crazy: Strategies for Coping with "Challenging" Relatives** by Denise Lang. New York, NY: Simon & Schuster. (HQ 734 L253 1992)
- How to Talk so Kids Will Listen & Listen so Kids Will Talk** by Adele Faber and Elaine Mazlish. New York, NY: Scribner Classics. (HQ 755.8 F3 2012)
- How to Talk to Teens About Really Important Things: Specific Questions and Answers and Useful Things to Say** by Charles E. Schaefer and Theresa Foy DiGeronimo. San Francisco, CA: Jossey-Bass. (HQ 796 S37 1999)
- How to Talk to Your Kids About Really Important Things: For Children Four to Twelve: Specific Questions and Answers and Useful Things to Say** by Charles E. Schaefer and Theresa Foy DiGeronimo. San Francisco, CA: Jossey-Bass. (HQ 755.85 S33 1994)
- The New Peoplemaking** by Virginia Satir. Mountain View, CA: Science and Behavior Books. (HQ 734 S266 1988)
- Parents, Teens, and Boundaries: How to Draw the Line** by Jane Bluestein. Deerfield Beach, FL: Health Communications. (HQ 799.15 B58 1993)

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Time Out! Resolving Family Conflicts by Fran Schmidt and Alice Friedman. Miami, FL: Grace Contrino Abrams Peace Education Foundation. (HQ 734 S355 2001)

What Children Can Tell Us: Eliciting, Interpreting, and Evaluating Information from Children by James Garbarino. San Francisco, CA: Jossey-Bass. (BF 723 C57 G37 1989)

COMMUNICATION IN THE FAMILY – AUDIO CDs

The 7 Habits of Highly Effective Families by Stephen R. Covey. New York, NY: Golden Books Audio. (HQ 734 C8658 1997a)

Stephen Covey explains how to create a powerful framework of timeless, universal, and self-evident principles that enable family members to effectively communicate about their problems and resolve them.

COMMUNICATION IN FIRE SERVICES - DVDs

D272 **Fire Officer I. 3, Communications** (DVD, 22 minutes)

The safety and success of your team depends on your ability to communicate effectively. This program presents basic communication techniques and shows you how and when to use them. (Annex Bookstore) (TH 9158 F576 2006 PT.3)

COMMUNICATION IN POLICE SERVICES - BOOKS

Cleartalk: Police Responding to Intellectual Disability by Mark Brennan and Roslin Brennan. Wagga Wagga, AU: Charles Sturt University, School of Education, Literacy Studies Network. (HV 7936 C79 B745 1994)

Communication in Investigative and Legal Contexts: Integrated Approaches from Forensic Psychology, Linguistics and Law Enforcement edited by Gavin Oxburgh ... [et al.]. Malden, MA: John Wiley & Sons, Ltd. (HV 8073.3 C66 2016)

Communications and Report Writing for Law Enforcement Professionals by Jeffrey Rosnick and Dianna McAleer. Toronto, ON: Emond Publishing. (HV 7936 C79 R68 2016) (Shelved in Course Reserves Section. For Library use only.)

COP Talk: Essential Communication Skills for Community Policing by Virginia Kidd and Rick Braziel. San Francisco, CA: Acada Books. (HV 7936 P8 K534 1999)

Effective Communication for a Career in Law Enforcement by Susan Collins and Jan Olson. Toronto, ON: Emond Montgomery. (HV 7936 C79 C645 1999)

The Five Minute Police Officer by Terry Barker and Ed Hill. Gibsons, BC: T. Barker. (HV 7936 C79 B37 1995)

How to Write a Narrative Investigation Report by William Dienstein. Springfield, IL: Charles C. Thomas. (HV 7936 R4 D5)

COMMUNICATION

Interpersonal and Group Dynamics in Law Enforcement by Bruce D. Bjorkquist. Toronto, ON: E. Montgomery. (HV 7936 P75 B56 2004)

Interpersonal and Group Skills for Law Enforcement by Terri M. Geerinck. Toronto, ON: Pearson Prentice Hall. (HV 7936 P75 G43 2007)

Police Leadership, Part 1: Interpersonal Decision Making by Ed. Scissons. Ottawa, ON: Canadian Police College. (HV 7936 S8 S358 1988)

Police Talk: A Scenario-Based Communications Workbook for Police Recruits and Officers by Jean Reynolds and Mary Mariani. Upper Saddle River, NJ: Prentice Hall. (HV 7936 C79 R49 2002)

COMMUNICATION IN POLICE SERVICES - DVDs

D931 **Tactical Communications** (DVD, 180 minutes)
Several experts in the field of tactical communications offer scenarios and teaching points on verbal encounters and how to improve them. (Merchant Verbal Judo Institute)
(HV 7936 C79 T233 2007)

LISTENING - BOOKS

The Business of Listening: Become a More Effective Listener by Diana Bonet Romero. Rochester, NY: Axzo Press. (HD 30.3 B654 2009)

Listening and Responding by Sandra D. Collins. Mason, OH: Thomson South-Western. (HF 5718 C62 2006)

Listening: Are You Hearing the Real Message? by Jim Dugger. Lanham, MD: American Correctional Association. (BF 323 L5 D834 1998)

Listening in Everyday Life: A Personal and Professional Approach by Michael Purdy. Lanham, MD: University Press of America. (P 95.46 L57 1996)

Listening Skills Training by Lisa J. Downs. Alexandria, VA: ASTD Press. (BF 323 L5 D69 2008)

Listening: The Forgotten Skill, a Self-Teaching Guide by Madelyn Burley-Allen. New York, NY: Wiley. (BF 323 L5 B87 1995)

Listening to Children: A Practitioner's Guide by Alison McLeod. Philadelphia, PA: Jessica Kingsley Publishers. (BF 323 L5 M365 2008)

The Lost Art of Listening: How Learning to Listen Can Improve Relationships by Michael P. Nichols. New York, NY: Guilford Press. (BF 323 L5 N53 2009)

LISTENING – AUDIO CDs

Listening: The Forgotten Skill, A Self-Teaching Guide by Madelyn Burley-Allen. New York, NY: Gildan Media. (BF 323 L5 B87 2007)

This is a proven program for turning effective listening into a powerful business tool. Managers and other employees spend more than 40 percent of their time listening to other people but often do it so poorly that the result is misunderstood instructions, misdirected projects, and erroneous actions—millions of dollars' worth of mistakes just because most people don't know how to listen. Madelyn Burley-Allen shows you how to acquire active, productive listening skills and put them to work for you -- professionally, socially, and personally. With her time-tested techniques, you'll learn how to: eliminate distractions and improve your concentration on what is being said; locate key words, phrases, and ideas while listening; cut through your own listening biases; interpret body language clues; ask constructive, nonthreatening questions that elicit real information; get others to listen to you; and master a whole range of listening skills that you can use on the job and in your personal life.

LISTENING - DVDs

D523 **The Art of Listening** (DVD, 25 minutes)

Uses family and workplace situations to teach good listening techniques. Illustrates the surprising value of silence, the need to find something of interest in the person speaking, and the importance of staying out of the speaker's way. Emphasizes the role of body language in listening, and the need to "listen between the words" for feelings. Shows how to improve communication through a series of eye-opening cross-cultural situations and teaches business etiquette by showing how to make and acknowledge introductions, the hidden message of the handshake, cubicle courtesy, and electronic etiquette. (Kinetic Video) (BF 323 L5 A78 2007)

D1145 **Communication Essentials. Listening Essentials** (DVD, 20 minutes)

Highlights the idea that a major part of good communication is good listening. It identifies the best methods for giving coworkers the attention they deserve and provides eight simple tips that viewers can use to sharpen concentration. These include learning to focus, taking proper notes, putting emotions on hold, avoiding biases and stereotypes, finding a point of interest in a dull but important conversation, and more. (McIntyre Media Inc.) (BF 637 C45 C6645 2010)

D1416 **Critical Listening** (DVD, 20 minutes)

The purpose of using critical listening skills is to determine the speaker's real intention. Dramatized examples explore what the listener should be aware of: difference between hearing (passive process) vs. listening (active process); the purpose of the speaker: to persuade, explain, or argue; choice of language to suit the audience; tone to convey attitudes; pitch to attract attention; volume to indicate anger, sadness; visual clues (body language); pauses to alter meaning. Become an effective listener by practicing the following: don't interrupt, face the speaker, and give your full attention. (Distribution Access) (P 95.46 C75 2002)

D1279 **The Power of Listening** (DVD, 26 minutes)

Listening is one of the most powerful ways for human service providers to build rapport with those in their care. The stronger the rapport with the person in their care, the more likely that the service provider will be able to be a positive influence on their behavioural choices. The participants will learn to: identify and overcome their own roadblocks to listening; distinguish various forms of two-way listening and assess the advantages and pitfalls of each approach; and, use empathetic listening as a tool that will enhance rapport. (Crisis Prevention Institute) (BF 323 L5 P685 2001)

NONVERBAL COMMUNICATION - BOOKS

Body Language by Julius Fast. New York, NY: M. Evans and Co. Inc. (BF 637 C45 2002)

Emotions Revealed: Recognizing Faces and Feelings to Improve Communication and Emotional Life by Paul Ekman. New York, NY: Henry Holt. (BF 591 E35 2007)

Gestures, Their Origins and Distribution by Desmond Morris. London, ENG: J. Cape. (BF 591 G47 1979)

Graphics and Visual Communication for Managers by Robert P. Sedlack, Barbara L. Shwom, and Karl P. Keller. Mason, OH: Thomson South-Western. (HF 5718 S43 2008)

How to Tell What People Are Thinking by Peter Collett. Toronto, ON: Collins. (BF 637 N66 C64 2009)

I Hear What You Say, but What Are You Telling Me? The Strategic Use of Nonverbal Communication in Mediation by Barbara G. Madonik. San Francisco, CA: Jossey-Bass. (BF 637 N66 M34 2001)

Manwatching: A Field Guide to Human Behavior by Desmond Morris. New York, NY: H.N. Abrams. (BF 637 C45 M64 1977)

Micromessaging: Why Great Leadership is Beyond Words by Stephen Young. New York, NY: McGraw-Hill. (HD 30.3 Y68 2007)

Nonverbal Communication in Human Interaction by Mark L. Knapp, Judith A. Hall, and Terrence G. Horgan. Boston, MA: Wadsworth Cengage Learning. (BF 637 N66 K59 2014)

A Picture's Worth 1,000 Words: A Workbook for Visual Communications by Jean Westcott and Jennifer Hammond Landau. San Francisco, CA: Pfeiffer & Co. (HD 30.3 W487 1997)

Reading People: How to Understand People and Predict Their Behavior-- Anytime, Anyplace by Jo-Ellan Dimitrius and Wendy Patrick Mazzarella. New York, NY: Ballantine Books. (BF 698.4 D53 2008)

The Silent Language of Leaders: How Body Language Can Help-or Hurt-How You Lead by Carol Kinsey Goman. San Francisco, CA: Jossey-Bass. (BF 637 N66 G664 2011)

Storytelling with Data: A Data Visualization Guide for Business Professionals by Cole Nussbaumer Knaflic. Hoboken, NJ: Wiley. (QA 76.9 I52 K64 2015)

Unmasking the Face: A Guide to Recognizing Emotions from Facial Clues by Paul Ekman and Wallace V. Friesen. Cambridge, MA: Malor Books. (BF 637 C45 E38 2003)

Visual Communicating by Ralph E. Wileman. Englewood Cliffs, NJ: Educational Technology Publications. (LB 1043.5 W498 1993)

What Every Body is Saying: An Ex-FBI Agent's Guide to Speed Reading People by Joe Navarro. New York, NY: Collins. (BF 637 N66 N38 2008)

NONVERBAL COMMUNICATION - DVDs

D1340 **Body Language I: Beyond Words** (DVD, 24 minutes)

This program is an informative look into the fascinating world of nonverbal communication. It guides viewers through the land of space wars, tongue showing, mirrored postures, and the many layers that make up unspoken communication. (McIntyre Media) (BF 637 N66 B633 2008)

D1341 **Body Language II: Reading People** (DVD, 24 minutes)

This program shows how to become a "people reader" attuned to non-verbal clues. Paralanguage, eye behavior, cultural differences, touch, space, and time are explained. (McIntyre Media) (BF 637 N66 B639 2008)

D1283 **Louder Than Words: How to Intervene with Nonverbal Individuals**
(DVD, 25 minutes)

Explains how to prevent misunderstandings and explosive situations when attempting to communicate with nonverbal individuals. (Crisis Prevention Institute, Inc.) (BF 637 N66 L688 1998)

D804 **Secrets of Body Language** (DVD, 100 minutes)

Examines political icons from President Franklin D. Roosevelt to 2008 presidential hopefuls Barack Obama and John McCain. Shows how politicians and celebrities use subtle body language to persuade masses; establish power; and advance careers. (New Video) (BF 637 N66 S433 2008)

D1678 **What Every Street Cop Needs to Know About Body Language** (DVD, 7 minutes)

Demonstrates various signs subjects may show which might indicate violence to come. Knowledge of these signs may save police officers injury or worse. (In The Line of Duty) (HV 7936 P75 W427 2000)

ORGANIZATIONAL COMMUNICATION - BOOKS

50 One-Minute Tips for Better Communication: Speak, Write and Present More Effectively by Phillip E. Bozek. Rochester, NY: Axzo Press. (HF 5718 B69 2009)

The Art of Connecting: How to Overcome Differences, Build Rapport, and Communicate Effectively with Anyone by Claire Raines and Lara Ewing. New York, NY: American Management Association. (HM 1106 R34 2006)

The Art of Focused Conversation: 100 Ways to Access Group Wisdom in the Workplace edited by R. Brian Stanfield. Gabriola Island, BC: New Society Publishers. (HD 30.3 A774 1999)

The Art of Framing: Managing the Language of Leadership by Gail Theus Fairhurst. San Francisco, CA: Jossey-Bass Publishers. (HD 57.7 F353 1996)

Beyond the Babble: Leadership Communication that Drives Results by Bob Matha and Macy Boehm. San Francisco, CA: Jossey-Bass. (HD 30.3 M378 2008)

Boss Talk: People Skills for Managing Your Staff in the 1990's by Terry Barker. Vancouver, BC: T. Barker. (HF 5549.5 C6 B27 1995)

Breaking through Bias: Communication Techniques for Women to Succeed at Work by Andrea S. Kramer and Alton B. Harris. Brookline, MA: Bibliomotion, Inc. (HD 30.3 K695 2016)

Coaching Through Effective Feedback: A Practical Guide to Successful Communications by Paul J. Jerome. Irvine, CA: Richard Chang Associates, Inc. (HF 5549.5 C6 J47 1994)

Communicating at Work by Tony Alessandra & Phil Hunsaker. New York, NY: Simon & Schuster. (HD 30.3 A448 1993)

Communicating with Employees: Improving Organizational Communication by Frank M. Corrado. Menlo Park, CA: Crisp Publications, Inc. (HD 30.3 C673 1994)

The Communication Plan: The Heart of Strategic Communication by Lester R. Potter. San Francisco, CA: International Association of Business Communicators. (HD 30.3 P687 1997)

Communication Skills for Leaders: Deliver a Clear and Consistent Message by Bert Decker. Rochester, NY: Axzo Press. (HF 5718 D415 2009)

Connecting Generations: The Sourcebook for a New Workplace by Claire Raines. Menlo Park, CA: Crisp Publications. (HF 5549.5 M5 R235 2003)

Conversations for Change: 12 Ways to Say It Right When It Matters Most by Shawn Kent Hayashi. New York, NY: McGraw-Hill. (HD 30.3 H387 2011)

Creating Rapport: Using Personal Power to Influence Without Control by Elaina Zuker. Boston, MA: Thomson Course Technology. (HF 5718 Z853 2005)

Crisis in Organizations II by Laurence Barton. Cincinnati, OH: South-Western College Publishing. (HD 49 B37 2000)

Critical Communications: An Operations Guide for Business by Samuel Mullen. Tulsa, OK: PennWell Publishing. (HD 30.0 M844 1996)

Dialogue and the Art of Thinking Together: Pioneering Approach to Communicating in Business and in Life by William Isaacs. New York, NY: Currency. (HD 30.3 I8 1999)

Effective Feedback Skills by Tim Russell. London, ENG: Kogan Page. (HF 5549.5 C6 R887 1994)

Energize Your Workplace: How to Create and Sustain High-Quality Connections at Work by Jane E. Dutton. San Francisco, CA: Jossey-Bass. (HD 58.87 D885 2003)

Everyone Communicates, Few Connect: What the Most Effective People Do Differently by John C. Maxwell. Nashville, TN: Thomas Nelson. (HF 5718 M393 2010)

Feedback Skills for Leaders: Building Constructive Communication Skills Up and Down the Ladder by Patti Hathaway. Boston, MA: Thompson Learning. (HD 30.3 H284 2006)

The Gentle Revolution: Men and Women at Work: What Goes Wrong and How to Fix It by Helena Cornelius. East Roseville, AU: Simon & Schuster. (HD 6060.6 C675 1998)

Giving Feedback to Subordinates by Raoul J. Buron and Dana McDonald-Mann. Greensboro, NC: Center for Creative Leadership. (HF 5549.12 B87 1999)

Good Charts: The HBR Guide to Making Smarter, More Persuasive Data Visualizations by Scott Brinatto. Boston, MA: Harvard Business Review Press. (HF 5718.22 B475 2016)

Great Connections: Small Talk and Networking for Businesspeople by Anne Baber. Manassas Park, VA: Impact Publications. (HF 5718 B33 1992)

Guide to Giving Effective Feedback. Boston, MS: Harvard Business Review. (HF 5549.5 C6 G854 2011)

The Hard Truth About Soft Skills: Workplace Lessons Smart People Wish They'd Learned Sooner by Peggy Klaus. New York, NY: Collins. (HD 30.3 K584 2007)

How Leaders Speak: Essential Rules for Engaging and Inspiring Others by Jim Gray. Toronto, ON: Dundurn Press. (HF 5718 G739 2010)

How to Tell Anyone Anything: Breakthrough Techniques for Handling Difficult Conversations at Work by Richard S. Gallagher. New York, NY: American Management Association. (HF 5718 G347 2009)

How to Wow: Proven Strategies for Presenting Your Ideas, Persuading Your Audience, and Perfecting Your Image by Frances Cole Jones. New York, NY: Ballantine Books. (HF 5718 J582 2008)

I Hear You: Repair Communication Breakdowns, Negotiate Successfully, and Build Consensus... in Three Simple Steps by Donny Ebenstein. New York, NY: American Management Association. (HD 30.3 E24 2013)

COMMUNICATION

Innovative Employee Communication: New Approaches to Improving Trust, Teamwork, and Performance by Alvie L. Smith. Englewood Cliffs, NJ: Prentice Hall. (HD 30.3 S574 1991)

The Leader's Guide to Storytelling: Mastering the Art and Discipline of Business Narrative by Stephen Denning. San Francisco, CA: Jossey-Bass. (HD 30.3 D457 2011)

Leading Out Loud: A Guide for Engaging Others in Creating the Future by Terry Pearce. San Francisco, CA: Jossey-Bass. (HD 57.7 P4 2013)

The Magic of Dialogue: Transforming Conflict into Cooperation by Daniel Yankelovich. New York, NY: Simon & Schuster. (HD 30.3 Y36 2001)

Making Your Message Memorable: Communicating Through Stories by Deborah Shouse, Ron Zoglin, and Susan Fenner. Menlo Park, CA: Crisp Learning. (HF 5718.3 S558 2003)

The Management Skills Builder: Self-Directed Learning Strategies for Career Development by Ralph S. Hambrick. New York, NY: Praeger Publishers. (HF 5718 H283 1991)

Managing by Storying Around by David M. Armstrong. New York, NY: Doubleday. (HD 30.3 A76 1992)

Managing Conflict with Direct Reports by Barbara Popejoy and Brenda J. McManigle. Greensboro, NC: Center for Creative Leadership. (HD 42 P66 2002)

Moose on the Table: A Novel Approach to Communication Work by Jim Clemmer. Kitchener, ON: TCG Press. (PS 8605 L53 M65 2008)

The New Compleat Facilitator: A Handbook for Facilitators by Drew Howick, Stuart Daily, and Abby Sprik. Madison, WI: Howick Associates. (HD 66 H685 2002)

On-The-Level by Patricia McLagan and Peter Krembs. San Francisco, CA: Berrett-Koehler Publishers. (HF 5549.5 R3 M243 1995)

Painless Performance Conversations: A Practical Approach to Critical Day-To-Day Workplace Discussions by Marnie Green. Hoboken, NJ: John Wiley & Sons, Inc. (HF 5549.5 C6 G73 2013)

The Power of Feedback: 35 Principles for Turning Feedback from Others into Personal and Professional Change by Joseph R. Folkman. Hoboken, NJ: Wiley. (HD 30.3 F65 2006)

Powerful Conversations: How High-Impact Leaders Communicate by Phil Harkins. New York, NY: McGraw-Hill. (HD 30.3 H371 1999)

Rules of Engagement for Communicating at Work: 5 Strategies for Decreasing Conflict and Increasing Collaboration by Kathleen Redmond. Toronto, ON: Engagement Pub. (HD 30.3 R42 2004)

Rumors and Rumor Control: A Manager's Guide to Understanding and Combatting Rumors by Allan J. Kimmel. Mahwah, NJ: Lawrence Erlbaum. (HD 30.3 K547 2004)

Scenarios: The Art of Strategic Conversation by Kees van der Heijden. Etobicoke, ON: Wiley. (HD 30.3 V267 2005)

Secrets of Face to Face Communications: How to Communicate with Power by Peter Urs Bender and Robert A. Tracz. Toronto, ON: Achievement Group. (HF 5718 B463 2003)

Shaping the Game: The New Leader's Guide to Effective Negotiating by Michael D. Watkins. Boston, MA: Harvard Business School Press. (HD 30.3 W38 2006)

Stop the Meeting I Want to Get Off! How to Eliminate Endless Meetings While Improving Your Team's Communication, Productivity, and Effectiveness by Scott Snair. Toronto, ON: McGraw-Hill. (HF 5734.5 S627 2003)

Talk Your Way to the Top: How to Address Any Audience Like Your Career Depends On It by Kevin Daley and Laura Daley-Caravella. New York, NY: McGraw-Hill. (HF 5718.22 D35 2004)

Talking from 9 to 5: How Women's and Men's Conversational Styles Affect Who Gets Heard, Who Gets Credit, and What Gets Done at Work by Deborah Tannen. New York, NY: W. Morrow. (HF 5718 T36 1994)

Tough Conversations with Your Boss by Lynne Eisaguirre. Avon, MA: Adams Media. (HF 5548.83 E57 2009)

Tough Conversations with Your Employee by Lynne Eisaguirre. Avon, MA: Adams Media. (HF 5549.5.C6 E57 2009)

Truth at Work: The Science of Delivering Tough Messages by Mark Murphy. New York, NY: McGraw-Hill Education. (HD 30.3 M875 2017)

Visual Meetings: How Graphics, Sticky Notes, & Idea Mapping Can Transform Group Productivity by David Sibbet. Hoboken, NJ: John Wiley & Sons. (HD 66 S564 2010)

"Wake Me Up When the Data is Over": How Organizations Use Stories to Drive Results by Lori L. Silverman. San Francisco, CA: Jossey-Bass. (HD 56 S485 2006)

What Do I Say When — a Guidebook for Getting Your Way with People on the Job by Muriel Solomon. Englewood Cliffs, NJ: Prentice Hall. (HF 5718 S637 1988)

Whoever Tells the Best Story Wins: How to Use Your Own Stories to Communicate with Power and Impact by Annette Simmons. New York, NY: American Management Association. (HF 5718 S562 2015)

Why Didn't You Say That in the First Place? How to be Understood at Work by Richard D. Heyman. San Francisco, CA: Jossey-Bass Publishers. (HD 30.3 H484 1994)

Work It Out: Using Personality Type to Improve Team Performance by Sandra Krebs Hirsh & Jane A.G. Kise. Mountain View, CA: Davies-Black Pub. (HD 42 H57 2006)

ORGANIZATIONAL COMMUNICATION - AUDIO CDs

Speak Like a CEO: Secrets for Commanding Attention and Getting Results by Suzanne Bates. New York, NY: McGraw-Hill. (HD 30.3 B384 2006)

This program arms you with powerful tools for crafting an authentic communication style and provides techniques for acing any communication challenge, including speeches, presentations, media interviews, toasts, and more.

ORGANIZATIONAL COMMUNICATION - DVDs

D140 **A.C.E. It! How to Solve Tough Workplace Problems** (DVD, 19 minutes)

Explains the A.C.E. model, an approach that utilizes coaching and communication techniques to help employees resolve problems that affect workplace productivity and morale. In this model "A" signifies Ask fact and feeling questions to uncover the issues; "C," Clarify goals and identify concerns to enhance performance; "E," Evaluate options and select workable solutions to improve decision making. (RG Training Resources) (HF 5548.8 A23 2003)

D1445 **Being Assertive** (DVD, 24 minutes)

Designed as a half-day training session on being assertive in the workplace. Five people are working towards a special opening night exhibition in a museum. When difficulties arise in their preparations, their tenuous communication skills are tested, resulting in the need to learn some lessons about communication. Eventually they resolve their behavioural problems by learning how to communicate assertively. (Owen-Stewart Performance Resources) (BF 575 A85 B43 2002)

D1375 **Communicating Non-Defensively: Don't Take It Personally** (DVD, 19 minutes)

Uses a series of vignettes to illustrate common examples of defensive behavior. Shows steps to ease this behavior with the viewpoint of enhancing relationships with both subordinates and superiors. (Owen-Stewart Performance Resources) (HF 5549.5 C6 C645 1994)

D1586 **Communication Counts: Speaking and Listening for Results** (DVD, 19 minutes)

"The cost associated with poor workplace communication is staggering. 70% of small- to mid-sized businesses claim that ineffective communication is their primary problem. Employee misunderstandings in large organizations are said to run \$624 per employee per year (or \$62.4 million per year for an organization with 100,000 employees). In light of these statistics, there is no doubt that training designed to improve basic workplace communication is worth doing! This program depicts six common communication errors while providing tips on how to avoid them"--CRM Learning website. (Performance Resources) (HF 5549.5 C6 C66 2012)

- D1137 **Feedback Techniques: 7 Things to Know About Giving Feedback**
(DVD, 20 minutes)
(RESTRICTED TO IN-HOUSE)
This video, trainer's guide and masters file can be used to create a complete workshop on feedback techniques. Learning objectives: explain the function of feedback, list 7 ground rules for giving effective feedback, demonstrate skill in giving honest, non-judgemental feedback to colleagues, and demonstrate ability and willingness to seek and receive feedback from colleagues. (Owen-Stewart Performance Resources)
(HD 30.3 F437 1994)
- D1431 **The Four Styles** (DVD, 22 minutes)
Scientific research shows that people communicate, think, and behave differently. Generally they fall into four categories: supportive, emotive, reflective, and directive. In this 3-part program you will learn about these four behavior styles and what's included in them, learn how to identify these styles in others, and how to change your behavior to better communicate with others. (Owen-Stewart Performance Resources)
(HF 5718 F687 2008)
- D808 **Giving Feedback** (DVD, 33 minutes)
Giving feedback happens every day with our team and our peers. But do we give and use it effectively? This new program is a collaboration with the Hay Group and is based upon its Emotional Competence Inventory. It demonstrates a simple model for formal and informal feedback, and teaches an emotionally intelligent approach to communicating. Using this four-part model, a framework of emotional intelligence competencies and emotionally competent feedback skills are demonstrated.
(Performance Resources) (BF 319.5 F4 G584 2007)
- D142 **Master the Message: Communicating for Success** (DVD, 16 minutes)
Designed to help participants become better communicators so that they can build productive relationships in the workplace. Participants have an opportunity to learn and practice their communication skills in a variety of different ways. Role-plays are provided to help participants experience the communication process from various standpoints, including speaker, listener, and facilitator. Skills covered include: how to confirm expectations and tasks; communicate with humour; listen actively and passively; and communicate within groups. (Owen-Stewart Performance Resources)
(HF 5549.5 C6 M245 2005)
- D1002 **Personality Clash** (DVD, 14 minutes)
Anne and Kim are very different culturally and in their work styles. Kim is annoyed by Anne's attitude, insensitive comments and fashion clothes. Anne, who is new, feels that Kim does not fit in well, and is frustrated by her messy desk and personal hygiene issues. Their relationship is spinning out of control. Anne takes the lead and sets up an open discussion where they give each other feedback, discuss their differences and come to a resolution for an effective working relationship. (RG Training Resources)
(HD 42 P473 2009)
- D2034 **Supervisor on the Scene. Communication** (DVD, 14 minutes)
Describes the four steps to effective communication for supervisors: plan the communication, select how and where it will happen, deliver the message, and respond to feedback. (RG Training) (HF 5549.5 C6 S86 2013)

- D2047 **Tell Me a Story: A Powerful Way to Inspire Action** (DVD, 18 minutes)
 Stories can capture peoples' hearts and minds; using them makes communication both memorable and meaningful. In this program, John Jenson illustrates how leaders can use storytelling to impact such things as: creating a shared vision of the future, kick-starting new projects, highlighting lessons learned, and reinforcing the organization's brand. (Performance Resources) (HD 30.3 T455 2013)
- D1192 **Toxic Talk: What Would You Say?** (DVD, 12 minutes)
 Gossip, gripes, and rumors have become a national past time in the workplace. Unfortunately, these forms of toxic talk can have serious repercussions for your employees, your managers and supervisors, and for the profitability and productivity of your entire organization. Relationships and camaraderie at work are essential for an engaged workforce. However, the examples depicted in this training toolkit have crossed the line and have become damaging to employee relationships, employee morale and productivity. Whether your organization already has a policy on toxic talk or you're just beginning to look at the effects damaging communication has on your productivity, this program is designed to give your organization a chance to discuss some real issues affecting your workforce. Using three open-ended scenarios (two videos and one audio), the training design focuses on how to respond if you become engaged in toxic conversation and helps participants to redirect potentially hazardous communication. The activities also help participants understand the different perceptions of those involved in toxic talk and how others are affected by this behaviour. (RG Training Resources) (HF 5718 T698 2009)

VERBAL SELF-DEFENSE - BOOKS

The Gentle Art of Verbal Self-Defense by Suzette Haden Elgin. New York, NY: Barnes and Noble. (BF 637 V47 E43 1992)

The Gentle Art of Verbal Self-Defense at Work by Suzette Haden Elgin. Paramus, NJ: Prentice Hall. (BF 637 V47 E434 2000)

Making Hostile Words Harmless: A Guide to the Power of Positive Speaking for Helping Professionals and Their Clients by Kate Cohen-Posey. Hoboken, NJ: John Wiley & Sons. (BF 637 V47 C64 2008)

Tactical Communications: Professionally Dealing with the Public and Diffusing Aggressive Behaviour with Verbal and Non-Verbal Messages by Gary Foo. Mississauga, ON: Excalibur House/The Police Charter. (HV 7936 P8 F65 2002)

Tongue Fu! by Sam Horn. New York, NY: St. Martin's Press. (BF 637 V47 H67 1996)

Verbal Judo: Redirecting Behavior with Words by George J. Thompson. US: Verbal Judo Institute, Inc. (HV 7936 C79 T46 2012)

Verbal Judo: The Gentle Art of Persuasion by George J. Thompson Ph.D. and Jerry B. Jenkins. New York, NY: William Morrow. (HM 132 T45 2013)

Verbal Judo: Words as a Force Option by George J. Thompson. Springfield, IL: C.C. Thomas. (HM 132 T48 1983)

The Verbally Abusive Relationship: How to Recognize It and How to Respond by Patricia Evans.
Avon, MA: Adams Media. (BF 637 V47 E93 2010)

Winning with the News Media: A Self-Defense Manual When You're the Story by Clarence Jones.
Holmes Beach, FL: Winning News Media. (P 96 I54 J66 2014)

You Can't Say That to Me! Stopping the Pain of Verbal Abuse: An 8-Step Program by Suzette
Haden Elgin. New York, NY: Wiley. (BF 637 V47 E4337 1995)

VERBAL SELF-DEFENSE - AUDIO CDs

Verbal Judo by George J. Thompson. Auburn, NY: Verbal Judo Institute, Inc. (HM 132 T46 2000)

Disc 1. Birth of a communication samurai; How to handle verbal assault: develop a warrior's habit of mind -- Disc 2. Become a contact professional; The three survival truths of communication -- Disc 3. Verbal judo: the martial arts of the mind and mouth; How the communications warrior can change reality with words -- Disc 4. How to "read" your opponent; How to master your opponent: flex the basic language principle -- Disc 5. 5 necessary skills to generate voluntary compliance: getting people to do what you want -- Disc 6. Ten ways to get what you want. NOW!

VERBAL SELF-DEFENSE - DVDs

- D933 **Verbal Judo: Dramatizations** (DVD, 42 minutes)
The sessions on this disc are divided into segments appropriate for use in Roll-Call sessions. Using dramatizations, Dr. George Thompson teaches law enforcement professionals how to use presence and words to deal effectively with, and generate voluntary compliance from "difficult people." The sessions produced with the Milwaukee Police Dept. include the following incidents: a tavern, a graveyard, child support, speeding, tourists, and a beer drinker. (Verbal Judo Institute, Inc.) (HM 132 V473 2007)
- D1734 **Verbal Judo: A Telecourse for Law Enforcement: Part One** (DVD, 120 minutes)
This seminar is divided into segments appropriate for use in Roll-Call sessions. Dr. George Thompson teaches law enforcement professionals how to use presence and words to deal effectively with, and generate voluntary compliance from "difficult people". This first tape covers: an overview; course goals; the peace profession; the goal of law enforcement; the force options; mu-shin, habit of mind; deflecting abuse; the contact professional and the art of representation. (Verbal Judo Institute, Inc.) (HM 132 V473 1992)
- D1735 **Verbal Judo: A Telecourse for Law Enforcement: Part Two** (DVD, 120 minutes)
The topics covered in part two include: verbal judo the gentle way; redirecting behavior; the contact professional; mastery through adaptation; three great arts; words vs. meanings; the three selves; harmonizing role and voice; voice and other non-verbals; the five step hard style. (Verbal Judo Institute, Inc.) (HM 132 V473 1992)
- D1736 **Verbal Judo: A Telecourse for Law Enforcement: Part Three** (video, 120 minutes)
The topics covered in part three include: the eight step stop; twins of great police work; the rhetorical perspective; how to read the scene; art of paraphrase; S.A.F.E.R. (When Words Fail) (Verbal Judo Institute, Inc.) (HM 132 V473 1992)

D932

Verbal Judo: Two Hour Civilian Overview (DVD, 120 minutes)

George Thompson teaches powerful communication skills that allow you to respond professionally to others, no matter what tensions may be present, and covers how to represent yourself and your ideas with greater persuasiveness and eloquence. This program is adapted for a civilian audience. (Merchant Verbal Judo Institute)
(HM 132 T46 1989)

Related Bibliographies:

- Conflict Resolution
- Culture and Diversity
- Public Speaking
- Writing for the Workplace

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