

Conflict Resolution Resources

Resolving conflict at work can be difficult and stressful. You may find yourself:

- Avoiding important conversations due to fear of confrontation, hard feelings, or retaliation
- Giving in to others, especially those in positions of authority, to “keep the peace”
- Having difficulty controlling your emotions when you feel strongly about an issue
- Becoming easily sidetracked from the main goal of the conversation
- Experiencing uncertainty and anxiety about initiating difficult conversations.

Fortunately, many free and low-cost resources are available to help! This two-page document is intended to equip employees with ideas, strategies, and tools to approach difficult topics tactfully and respectfully in the workplace.

Videos

- [Vulnerability is the only path to courage](#) (Brene Brown, CBS interview)
- [How to have difficult conversations](#) (Mel Robbins)
- [5 tips for managing difficult conversations](#) (Mimi Brown, Speak First)
- [10 ways to have a better conversation](#) (Celeste Headlee, TedX)
- [How to lead tough conversations](#) (Adar Cohen, TedXKeene)
- [Difficult conversations made easy](#) (Joy Baldrige, TedXUCCI)
- [Finding Confidence in Conflict](#) (Kwame Christian, TedXDayton)
- [How to Deal with Difficult People](#) (Jay Johnson, TedXLivoniaCCLibrary)

- [3 Steps to having difficult – but necessary - conversations](#) (Daryl Chen, ideas.ted.com)
- [How to manage difficult conversations](#) (The Right Questions)
- [Difficult conversations at work: 9 tips + templates](#) (Tom Anderson, HavenLife)
- [How to address conflict at work \(and get what you want\)](#) (Ashley Stahl, Forbes)
- [How to approach the boss when conflict arises at work](#) (Jacquelyn Smith, Forbes)

Online Articles & Blogs

Books

- [Difficult Conversations: How to Discuss What Matters Most](#) (D. Stone, B. Patton, & S. Heen, 2010)
- [Crucial Conversations: Tools for Talking when the Stakes are High](#) (K. Patterson, J. Grenny, R. McMillan, & A. Switzler, 2011)
- [Crucial Accountability: Tools for Resolving Violated Expectations, Broken Commitments, and Bad Behavior](#) (K. Patterson, J. Grenny, D. Maxfield, R. McMillan, & A Switzler, 2013)
- [How to Have that Difficult Conversation: Gaining the Skills for Honest and Meaningful Communication](#) (H. Cloud & J. Townsend, 2015)
- [Daring Greatly](#) (B. Brown, 2018)

Sycamore e-Learning (Skillsoft)

Skillsoft is free for ISU employees. It provides instruction and resources to help you develop a range of skills for the workplace. You can access Skillsoft by clicking the link above (login with your ISU credentials) or through a badge on the ISU Portal (“Online Learning and Training Resources”).

Using the search function to enter relevant keywords (e.g., “*difficult conversations*,” “*conflict resolution*”). A few suggested resources are provided below.

- Sample **courses** are video-driven instruction with knowledge checkpoints. Most courses take about 30 minutes to complete. Many courses also have shorter **videos** that can be viewed individually.
- Sample **books** and **audiobooks** are available electronically for more in-depth learning experiences.

Sample Courses

➤ **Conflict resolution**

- How to manage difficult conversations
- Resolving workplace conflict
- Confronting workplace conflict

➤ **Working with difficult people:**

- A difficult boss doesn't have to be a difficult problem
- Difficult people: Why they act that way and how to deal with them
- Difficult people: Can't change them, so change yourself

➤ **Communication and interpersonal skills:**

- Listening even when it's difficult to listen
- Navigating the workplace with emotional intelligence
- Acting with diplomacy and tact
- Navigating challenging situations with diplomacy and tact
- Remaining tactful and diplomatic under pressure

Sample Books and Audiobooks

➤ **Communication and interpersonal skills**

- *Difficult Conversations in a Week: How to have Better Conversations in Seven Simple Steps* (M. Manser, 2016)
- *Overcoming Fake Talk: How to Hold Real Conversations that Create Respect, Build Relationships, and Get Results* (J. Stoker, 2013)*
- *Failure to Communicate: How Conversations Go Wrong and What You Can Do to Right Them* (H. Weeks, 2020)*

➤ **Working with difficult people**

- *Dealing with Difficult People: Fast, Effective Strategies for Handling Problem People.*(R. Lilley, 2019)*
- *Engagement: Transforming Difficult Relationships at Work* (L. Bolman & J. Gallos, 2016)*
- *Toxicity in the Workplace: Coping with Difficult People on the Job* (S. Lackey, 2020)**

➤ **Inclusivity**

- *How to Listen and How to be Heard: Inclusive Conversations at Work* (A. Carpenter, 2020)
- *Inclusive Conversations: Fostering Equity, Empathy, and Belonging Across Differences* (M. Winters, 2020)*

* - Also available as audiobook; ** - Audiobook only.