



Developing Leadership Competencies

4. INTERPERSONAL RELATIONS-continued

(Penguin Books, 1991)

- ***Hidden Dynamics***, Faith Ralston (AMACOM, 1995)
- ***Emotional Intelligence***, Daniel P. Goleman (Bantam Books, 1997)
- ***Crucial Conversation: Tools for Talking When Stakes are High***, Patterson, Greny, McMillan, Switzler, Covey (McGraw-Hill Trade, 2002)
- ***Turning to One Another: Simple Conversations Restore Hope to the Future***, Margaret J. Wheatley (Berrett-Koehler, 2002)
- ***Interpersonal Skills in Organizations***, De Janasz, Dowd, Schneider (Irwin/McGraw-Hill, 2001)
- ***Focus on Leadership: Servant-Leadership for the 21st Century***, Larry C. Spears, Michel Lawrence, Ken Blanchard (John Wiley and Sons 2001)

Articles

- Goodbye, Command and Control by Margaret Wheatley,
<http://www.pfdf.org/leaderbooks/l2l/summer97/wheatley.html>
- Dare to Dream by Carol Sturman,
<http://www.pfdf.org/leaderbooks/l2l/winter2002/sturman.html>
- Everyday Leaders: The Power of Difference by Debra Meyerson,
<http://www.pfdf.org/leaderbooks/l2l/winter2002/meyerson.html>
- Managing Quietly by Henry Mintzberg,
<http://www.pfdf.org/leaderbooks/l2l/spring99/mintzberg.html>

Videos

- Dealing with Diversity - LearnCom (AMI)
- How to Deal with Difficult People, (Career Track)
- Communicating Non-Defensively (CRM)

Notes:
