

Ombuds Recommended Readings

Note: The list below was provided by a variety of college and university ombuds at the request of Tom Sebok, Director of the Ombuds Office at the University of Colorado at Boulder in the Spring of 2003. The comments below some of the listings are those of various ombuds explaining things they liked about the book. Thus, these listings are not in complete bibliographic form including date, publisher, etc.

1. Managing Differences - How to Build Better Relationships at Work and Home by Daniel Dana, MTI Publications.

(Part 2 on "do-it yourself mediation" gives a good road map for an individual to work directly on conflict resolution with minimal outside intervention - an option many have found practical and empowering in the hierarchy of academia. More on website - www.mediationworks.com).

2. Talk it Out by Daniel Dana.

3. Verbal Judo by George Thompson.

(Dana's book focuses more on process, but it does have a lot of good tips for individuals; and Thompson gives solid advice about how to respond when in a difficult situation.)

4. Resolving Conflict With Others and Within Yourself Gini Graham Scott

(If there isn't time to read all of it, it's relatively easy to quickly skim for particularly appropriate and useful material. She uses good examples throughout. New Harbinger Publications.

5. Negotiating at an Uneven Table by Phyllis Beck Kritek (Jossey-Bass). The sub-title is A Practical Approach to Working with Difference and Diversity.

(She's made good use of some very stimulating resources. Her prologue, written around her mother's final days in a hospital and the power tugs between nurses, doctors and family, sets the stage well for types of situations with which we would be familiar. It's over 300 pages.)

6. Competence in Interpersonal Conflict, by William R. Cupach and Daniel J. Canary. 1997, McGraw-Hill.

7. Getting Past No by Bill Ury. (This specifically deals with how to work with people who are difficult and unskilled in negotiation techniques).

8. Dealing With People You Can't Stand. How to Bring Out the Best in People at Their Worst by Dr. Rick Brinkman & Dr. Rick Kirschner.

9. Don't Sweat the Small Stuff... and It's All Small Stuff: Simple Ways to Keep the Little Things from Taking over Your Life -- Richard Carlson.

10. Difficult Conversations : How to Discuss what Matters Most -- Douglas Stone, et al.

11. Resolving Personal and Organizational Conflict by Cloke and Goldsmith, (Jossey-Bass).

(Its subtitle is Stories of Transformation and Forgiveness. Ken is a fabulous mediator with the heart of a poet. It is well written, it is helpful but not formulaic, and speaks to the meaning of conflict in our lives. I think it is worth a read.)

12. People Styles at Work (Making Bad Relationships Good and Good Relationships Better) by Robert Bolton and Dorothy Grover Bolton

13. Overcoming Hurts and Anger (How to Identify and Cope with Negative Emotions) by Dwight L. Carlson, M.D.

14. 1001 Ways to Take Initiative at Work -- Bob Nelson, Matthew Wawiora (Illustrator);

(themes include taking charge of your job and your career, creating opportunities, self-leadership, managing up, developing and selling your ideas. using challenges as opportunities, also includes some real-life success stories) easy and fun to read

15. Choices, (Manage Your Choices and You Will Manage Your Life) by Shad Helmstetter.

(Chock full of words of wisdom that make good highlight points in training and in energizing a visitors)

16. You Can Excel in Times of Change by Shad Helmstetter

17. The Bully At Work, (What you Can do to Stop the Hurt and Reclaim Your Dignity on the Job) by Gary Namie, Ph.D., and Ruth Namie, Ph.D

18. Listening to Conflict, (Finding Constructive Solutions to Workplace Disputes) by Erik J. Van Slyke

19. Who Moved My Cheese? An Amazing Way to Deal with Change in Your Work and in Your Life -- Spencer Johnson, Kenneth H. Blanchard.

20. Constructive Conflicts: From Escalation to Resolution. Louis Kriesberg, Rowan & Littlefield, 1998.

21. Getting to Yes, Roger Fisher and William Ury, Penguin Books, 1981.