

Session 7 – Managing Conflict and Difficult Conversations: Recommended Readings

- Bregman, P. Leading with Emotional Courage: How to Have Hard Conversations, Create Accountability, and Inspire Action On Your Most Important Work. June 2018 ISBN: 978-1-119-50567-9
- Bregman, P. “13 Ways We Justify, Rationalize, or Ignore Negative Feedback”. HBR.ORG
- Gallo, A. “How People with Different Conflict Styles Can Work Together” HBR.ORG
- Gallo, A. “HBR Guide to Managing Conflict at Work”, HBR.ORG
- McKee, A. “Why We Fight at Work”, HBR.ORG
- Snow, S. “How to Debate Ideas Productively at Work”, HBR.ORG

