

Recommended Resources

Bolton, Robert. *People Skills*. Simon and Schuster. 1979.

Druskat, Vanessa Urch and Steven B. Wolff. "Building the Emotional Intelligence of Groups." *Harvard Business Review*. March, 2001.

Goleman, Daniel. "What Makes a Leader" *Harvard Business Review*. November-December, 1998.

Loving, Christopher J. *Loving Leadership: Rekindling the Human Spirit in Business, Relationships, and Life*. Listen and Live Audio. 1997.

Palmer, Parker. *The Courage to Teach*. Jossey Bass. 1998.

Tannen, Deborah. ... ANY AND ALL BOOKS.

The Argument Culture

You just don't understand: Women and Men in Conversation

Talking from 9 to 5: Women and Men at Work