
“This book is a companion to Crucial conversations: tools for talking when stakes are high ... Crucial conversations deal with high-stakes interactions where emotions run strong and opinions vary. Crucial accountability deals with a subset of these interactions. After parties have come to a common understanding and assignments have been made – meaning things are on course – someone fails to complete his or her assignment. All accountability conversations start with the question ‘Why didn’t you keep your commitment?’ And they end, not merely when a solution is reached, but when it’s done in such a manner that both parties are able to comply and the relationship is strengthened.” – p. xvii.

Dealing with the tough stuff: how to achieve results from key conversations by Darren Hill, Alison Hill & Sean Richardson. Milton, Qld: John Wiley & Sons, 2016. 658.45 PAT

“This new edition gives you the tools to: Prepare for high-stakes situations; Transform anger and hurt feelings into powerful dialogue; Make it safe to talk about almost anything; Be persuasive, not abrasive.” – Publisher website.


“Arming you with the right techniques and tools in this step-by-step guide, you will learn how to manage your feelings, empathize, avoid the blame game and really listen.” – Back cover.

Difficult conversations in a week: how to have better conversations in seven simple steps by Martin Manser. London: John Murray Learning, 2016, originally published 2014. 658.45 MAN

Difficult conversations in a week is a simple and straightforward guide to becoming confident at handling these important situations, giving you everything you really need to know in just seven short chapters. From delivering bad news in a appraisal and working with colleagues who may be lazy, negative or incompetent, to treating colleagues with respect and building trust, it will help you deal professionally with suppliers who are always late, say ‘no’ graciously and give someone bad news. You’ll also find exercises to help you put it all into action.” – Back cover.


“Using a step-by-step process, this book walks readers through learning the skills to have effective difficult conversations that hold themselves and others accountable. Practice activities throughout the book will help readers feel prepared beforehand. After reading this book, library directors, managers, administrators, and team leaders will feel empowered to proactively identify situations that require an intervention in order to: avoid unnecessary complications or confrontations down the line; prepare for and initiate a difficult conversation, balancing a clear message with compassion to successfully manage change or handle personnel issues; diffuse volatile emotions by maintaining a calm, measured approach; and follow up a difficult conversation in writing, keeping the lines of communication open to ensure a way forward. Illustrated with real-world examples of both successful and unsuccessful difficult conversations, this book will serve as an important leadership tool for handling change and conflicts in the library workplace.” – Publisher website.


This book offers advice on communicating in a way that’s constructive, not combative.

“Packed with case studies, exercises and questionnaires, Fierce conversations shows you how to bring about real change in the workplace and at home. It's time to change the conversation.” – Publisher website.

I’d like a word with you: the discipline interview DVD a Video Arts production, 2005. DVD 658.45 IDL

This programme aims to ensure managers appreciate how to maintain people's long-term performance by applying necessary discipline. It shows managers and team leaders who have responsibilities for staff just how badly a discipline interview can be handled. By analysing the wrong way to interview, it then shows how the right skills can keep staff motivated and working towards the same goals. Features Hugh Laurie, Paul Merton, Dawn French, Jesse Birdsall and Helen Baxendale. 28 minutes. Original release date 1996. Includes trainer’s notes on separate disc.


"Whether you are a Head or Deputy Head, a Head of Department or Year 3 Teacher, this book is an invaluable read. It is full of practical ways to help you, when facing one of ‘those’ conversations with a colleague or parent, you know in your heart you need to have, but would rather avoid having, because you don’t really know what to say or how to say it.” – Publisher website.


“At some stage or other we all have to deal with difficult conversations. This work helps you learn how to communicate with authority, clarity and persuasiveness, and – through active listening, mirroring body language and other techniques – how to empathize with the other person and how to interpret what they are saying, feeling and thinking.” – Publisher website.

Thanks for the feedback: the science and art of receiving feedback well: (even when it is off base, unfair, poorly delivered, and, frankly, you're not in the mood) by Douglas Stone & Sheila Heen. London: Penguin, 2015, c2014. 658.45 STO

"We know that feedback is essential for professional development and healthy relationships – but we dread it and often dismiss it. That's because while we want to learn and grow, we also want to be accepted just as we are. Thanks for the feedback is the first book to address this tension head on. In it, the authors … offer a simple framework and powerful tools, showing us how to take on life’s blizzard of comments and advice with curiosity and grace.” – Back cover.