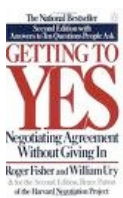
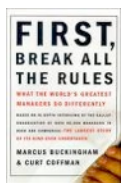


# On Our Shelf

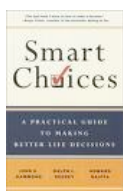
Here's a somewhat eclectic mix of books that have stuck with us over the course of our research. They draw from work in the fields of psychology, law, economics, decision-theory, personality, neuroscience, and negotiation. Pick and choose as your interests lead you.



**Getting to Yes: Negotiating Agreement Without Giving In**, by Roger Fisher, Bill Ury & Bruce Patton. This is a classic book in the field of negotiation and conflict resolution, from the Harvard Negotiation Project. Written for professionals, it draws on examples from business, international relations, and personal life to show how to move from adversarial, positional bargaining, to joint problem-solving.



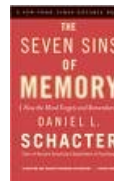
**First Break All the Rules: What the World's Greatest Managers Do Differently**, by Marcus Buckingham & Curt Coffman. Gallup study of 100,000 employees comparing teams that are highly productive, satisfied and loyal, to teams that have low productivity, morale, and high attrition. Finds that only 12 questions on their survey correlate to distinguish the two groups, most of which have to do with the quality of relationships at work, especially the relationship with one's direct supervisor. Authors stress that "people don't leave organizations. People leave managers."



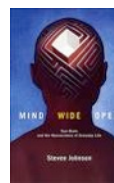
**Smart Choices: A Practical Guide to Making Better Decisions**, by John Hammond, Ralph Keeney & Howard Raiffa. Raiffa is a pioneer in the field of decision trees and game theory, but also a wonderfully grounded lecturer. Here he and his colleagues walk through some common mistakes and recommendations for making sound decisions in the face of uncertainty and confused priorities.



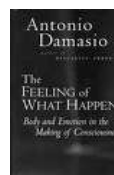
**Divide or Conquer**, by Diana McLain Smith. Smith takes a rigorous look at the quality of working relationships among the top executives, and the impact on decision-making and bottom-line results. A must-read for anyone serious about understanding conflict and resilience in top executive teams.



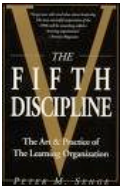
**The Seven Sins of Memory: How the Mind Forgets and Remembers**, by Daniel Schacter. A more in-depth background on what we know about memory and its story-based systems. Helps explain why there are two (or more!) sides to every story in difficult conversations.



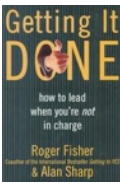
**Mind Wide Open: Your Brain and the Neuroscience of Everyday Life**, by Steven Johnson. A very readable guide to some of the best research on how the brain, memory, and recall works. Johnson also subjects himself to many of the different methods for looking at brain activity, including fMRI, CAT scan, and bio-feedback.



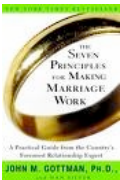
**The Feeling of What Happens: Body and Emotion in the Making of Consciousness**, by Antonio Damasio. Classic work on mental reasoning, our tendency to impute intentions, and the role of emotions in decision-making.



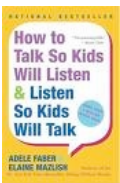
**The Fifth Discipline Fieldbook**, by Peter Senge, Art Kleiner, Charlotte Roberts, Rick Ross, Bryan Smith. Systems thinking, the Ladder of Inference, and other crucial tools for interpersonal competence.



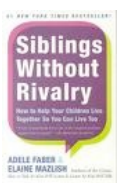
**Getting It Done: How to Lead When You're Not in Charge**, by Roger Fisher, Alan Sharpe & John Richardson. How to get a team onto the same page, organize an important discussion, or give feedback effectively. Distinguishes between appreciation, coaching, and evaluation, and I use the problem-solving tools regularly when I facilitate group discussions.



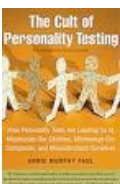
**Seven Principles for Making Marriage Work**, by John Gottman & Nan Silver. Gottman is the marriage researcher who has spent 25 years watching married couples have “difficult conversations” and describes what he looks for that tells him whether the relationship will survive and thrive or deteriorate and divorce. His observations hold true in professional relationships as well, making this is a great companion to Difficult Conversations.



**How to Talk So Kids Will Listen & Listen so Kids Will Talk**, by Adele Faber & Elaine Mazlish. Take “Difficult Conversations” home - this and the next are the two books that get the most re-reading (by me) as I try to parent well.



**Siblings Without Rivalry: How to Help Your Children Live Together So You Can Live Too**, by Adele Faber & Elaine Mazlish. Preventative advice for fostering good relationships between siblings -- and avoiding many difficult conversations among them, and with you - down the line.



**The Cult of Personality: How Personality Tests Are Leading Us to Miseducate Our Children, Mismanage our Companies and Misunderstand Ourselves**, by Anna Murphy Paul. The history and characters be-

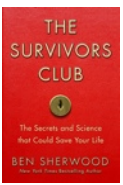
hind 9 of the most interesting and widely used personality indicators, including Meyers-Briggs and “The Big Five.” Paul is pessimistic about their reliability, and is upset about these tests being used for high stakes decisions like hiring, firing, and custody issues. But you will get a good understanding of the personality field and the players in it.



**The Feeling Good Handbook**, by David Burns. A good primer on cognitive therapy, the connection between your thoughts and your feelings, and how you can manage your feelings via the story you tell in your thoughts.



**3-D Negotiation: Powerful Tools to Change the Game in Your Most Important Deals**, by David Lax & James Sebenius. A sophisticated analysis of value-creating moves to make in business negotiations.



**The Survivor's Club: The Secrets and Science that Could Save Your Life**, by Ben Sherwood. Sherwood looks at who survives, and who recovers from the trauma, of catastrophic adverse events, ranging from airplane crashes to life threatening illness to the Holocaust. A fascinating look at resilience, optimism, and coping strategies when your identity and capabilities are challenged.