

ISU Ombuds Library Books for Checkout

To check out a book, please contact Stacey Marshall, ISU Ombuds Coordinator, at 282-3081, by email at marsstac@isu.edu, or in the Administration Building, Room 312.

1. Getting Past No: Negotiating with Difficult People

Author: William Ury

How to get to YES when the other person says NO. This book covers the art of negotiation to solve problems, create solutions and get what you want. It deals with the face-to-face meeting and negotiating with those who want to play hardball. "How can you find common ground when your opponent - an angry boss, an unreasonable client, a hostile colleague, a deceitful business partner, a stubborn spouse – refuses to give an inch?" This book introduces a 5-step strategy for successful negotiations that helps diffuse confrontations by creating options that satisfy the needs of all involved.

2. Getting to Yes: Negotiating Agreement Without Giving In

Authors: Roger Fisher, William Ury, and Bruce Patton

Getting to Yes offers a proven, step-by-step strategy for coming to mutually acceptable agreements in every sort of conflict. Thoroughly updated and revised, it offers readers a straight-forward, universally applicable method for negotiating personal and professional disputes without getting angry-or getting taken.

3. Getting Ready to Negotiate: The Getting to Yes Workbook

Authors: Roger Fisher and Danny Ertel

This companion volume to the negotiation classic *Getting to Yes* book explores the negotiation process in depth and presents case studies, charts, and worksheets for blueprinting and personalized negotiating strategy.

4. Dealing with People You Can't Stand

Author: Dr. Rick Brinkman and Dr. Rick Kirschner

This book outlines how to bring out the best in people who are at their worst. Life is filled with annoyances such as people on cell phones, email and social media venting, bully bosses with the power to get away with it, and whining coworkers whose negativity is driving you crazy. This bestselling guide will teach you: "to identify the 10 most unwanted behaviors and how to deal with them, how difficult people think, what they fear, and why they act the way they do, how to be persuasive and use your influence, and how to cultivate "take charge" skills that turn conflict into cooperation". Millions have benefitted from reading this book.

5. Crucial Conversations: Tools for Talking when Stakes are High

Authors: Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler

This transformational book exploded onto the scene ten years ago and has “revolutionized the way people communicate when the stakes are high, opinions vary, and emotions run strong”. Includes practical advice for preparing for high-stakes conversations, transforming emotions into powerful dialogue, how to be persuasive and not abrasive, and find safety in talking about almost anything. Enhancements in this edition give firsthand accounts of how the skills learned have changed readers’ lives and includes new cases showing how business leaders have successfully incorporated these methods to achieve results, new links to videos teaching what to do and what to avoid during crucial conversations, and new research findings with fresh insights on applying the skills learned in this book. This book is a must read!

Each book can be checked out for one month. Please contact Stacey Marshall (information above) to reserve this book.