Hi there dear Cisco Conflict Resolution and Effective Communication participants,

It was a sincere pleasure meeting all of you: thank you for being generous with your experience and authenticity.

Here's are some books that have been transformational for me that I believe you and your people might find interesting and relevant:

Communication/Engagement/Leadership Related

* Never Split the Difference: Negotiating as if your Life Depended on it - Chris Voss
  + Learn why the FBI recommends Empathy and Active Listening, and gain some practical, tactical communication tips. I love this book.
* Getting to Yes - Roger Fisher
  + Classic on negotiations. Written before the newest neuroscience, so over-emphasizes rational action. Still a seminal and relevant book.
* Difficult Conversations - Sheila Heen
  + Newer offering from the Harvard Negotiation Project. Bridges Getting to Yes and Never Split the Difference. Includes those pesky identities you put your finger on today. Great book.
* Nonviolent Communication - Marshall Rosenberg
  + A personal favorite. 50 years old, still incredible. Marshall's stuff on Youtube covers a lot of the same ground.
* Drive: the Surprising Truth about What Motivates Us at Work - Dan Pink
  + All about discretionary input. Autonomy, mastery, and purpose are essential hooks for motivation. Great book, maybe the TED talk is sufficient
* The One Minute Manager - Ken Blanchard
  + Short, powerful leadership parable. Gets to the heart of sustainable performance through people. Covers one on ones and feedback in a powerful way. Strongly recommend.
* 5 Dysfunctions of a Team - Patrick Lencioni
  + Another really nice tactical leadership parable. Good for understanding what makes teams really work.
* Extreme Ownership - Jocko Willink
  + Wonderful central concept, maybe too many war stories and machismo. Good as a digest perhaps?

Individual Performance/Mindset Related

* 7 Habits of Highly Effective People - Steven Covey
  + There's a reason this continues to top the list of training requests for individual empowerment and development. One of the best books I’ve ever read
* Getting Things Done - David Allen
  + Who couldn't benefit from better time management? Great for folks who like systems. For people who want something simpler, Covey covers Eisenhower's urgent/important in 7 Habits
* NLP at Work - Sue Knight
  + Sue does an awesome job of making neurolinguistic programming accessible and tactical here. I have additional recommendations if you're interested in going deeper down the NLP rabbit hole.
* The Power of Habit - Charles Duhigg
  + Change your life starts with you. I like this one a lot
* Happiness by Design - Paul Dolan
  + Looks at the research behind happiness. Comes down to an individually-weighted ratio of purpose and pleasure
* Cognitive Behavioral Therapy for Dummies - Rhena Branch
  + Practical, tactical tips for how to shake the snowglobe, get out of established patterns, and choose new ones that work for you and the people around you

I travel a lot, so I really like Audible audiobooks for my "reading" (I tend to go back and forth between audiobooks, my Kindle, and paper books).

When I hit information overload, I really like the Headspace meditation app and the Brainwave binaural beats app for renewal and recovery.

Finally, the website [www.skillsyouneed.com](http://www.skillsyouneed.com) (if you have a VPN) has great things on NLP, active listening, creative thinking, and more.