## Recommended Reading List

**Burley-Allen, M.** (1995). *Listening: The Forgotten Skill.* Wiley.

**Carnegie, D.** (1936). *How to Win Friends and Influence People.* Simon & Schuster.

**Davis, M., & McKay, M.** (2009). *Messages: The Communication Skills Book.* New Harbinger.

**Fisher, R., Heen, S., & Patton, B.** (2000). *Difficult Conversations: How to Discuss what Matters Most .* Penguin.

**Lowndes, L.** (2003). *How to Talk to Anyone: 92 Little Tricks for Big Success in Relationships.* McGraw-Hill.

**Ury, W.** (2007). *The Power of a Positive No: How to Say No and Still Get to Yes.* Bantam.