Employee-Management Resource Center

The resources listed below are all available for Pace faculty, staff and students to borrow from the Ombuds Office. For your convenience, the materials have been divided into eight categories: communication, conflict resolution, culture and diversity, law, mediation, negotiation, organization and management, and work and life. However, please note that because a book or video is listed under one category that does not mean that it does not apply to other categories as well. For example, a book listed under conflict resolution may also be applicable to the organization heading. Therefore, we encourage you to review the entire list to determine which materials may be of interest to you.

Communication

These resources are helpful for all people, but particularly employees, in honing their communication skills. They offer information on topics including becoming more assertive, dealing with difficult people, and how to be a better listener.

Conflict Resolution

These resources provide tools for aiding managers, employees, and facilitators when faced with conflict at work, at home, or in the community.

- *Conflict Management: The Your Turn, My Turn Resolution*, Business Advantage, Inc. (video).

Culture and Diversity

These resources are helpful for those who need to gain a better understanding of how different cultures affect how one does business.

• *Human Energy at Work: Global Contrasts*, Griggs Production (user’s guide and video).

**Law**

These resources are from the West Nutshell Series and are designed to give one a basic understanding of legal issues. The editions in the Ombuds Office library address those topics of particular importance to the workplace and to conflict resolution.

• *First Amendment Law in a Nutshell*, Jerome A. Barron and C. Thomas Dienes, West Publishing Co., 1993

**Mediation**

The mediation books and videos are useful tools for facilitators and managers when faced with mediating workplace conflicts, as well as other types of conflicts.

• *Small Claims Mediation: Interview and Simulation*, Westchester Mediation Center of Cluster (video).
Negotiation

The negotiation books listed below provide tips for being an effective negotiator and are appropriate for both experienced and novice negotiators.


Organization and Management

The organization and management materials are helpful tools for improving managerial skills and the topics run the gamut from assessment to coaching to team building.


**Work and Life**

The resources listed below are appropriate for anybody trying to improve how they deal with stressful or challenging situations in and out of the workplace.

• **Care Packages for the Workplace: Little Things You Can Do to Regenerate Spirit at Work**, Barbara A. Glanz, McGraw-Hill, 1996.
• **Don’t Sweat the Small Stuff … and it’s all Small Stuff: Simple Ways to Keep the Little Things from Taking Over your Life**, Richard Carlson, Hyperion, 1997.