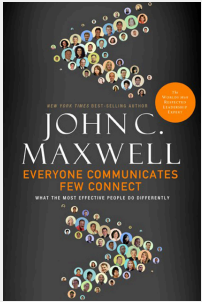
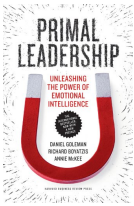
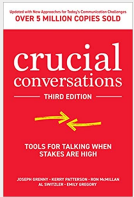


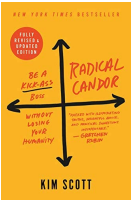
Table of Contents:

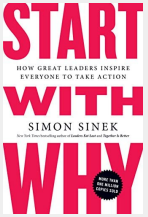
1. [Books \(w/videos, articles, etc.\)](#)
2. [Video Clips](#)
3. [Articles](#)
4. [Podcasts](#)
5. [Classes / Events](#)
6. [Other Resources](#)
7. [Quotes](#)
8. [Activity Ideas](#)

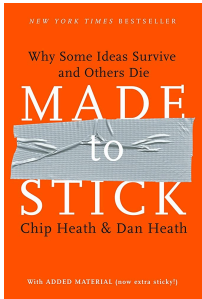
1. Books

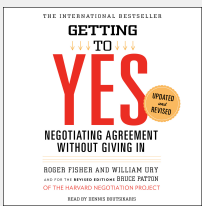
Title	Description	Link
<p>Everyone Communicates, Few Connect: What the Most Effective People Do Differently (John C Maxwell)</p> 	<p>The most effective leaders know how to connect with people. It's not about power or popularity, but about making the people around you feel heard, comfortable, and understood.</p> <p>While it may seem like some folks are just born with a commanding presence that draws people in, the fact is anyone can learn to communicate in ways that consistently build powerful connections. Everyone Communicates, Few Connect, helps you succeed by revealing Maxwell's Five Principles and Five Practices to develop this crucial skill of connecting, including:</p> <ul style="list-style-type: none"> finding common ground keeping your communication simple capturing people's interest How to create an experience everyone enjoys staying authentic in all your relationships. <p>Your ability to achieve results in any organization - be it a company, church, nonprofit, or even in your family - is directly tied to the leadership skills in your toolbox. Connecting is an easy-to-learn skill you can apply today in your personal, professional, and family relationships to start living your best life.</p>	Book
		Video Summary (4:13)
		Why Connect? (3:15)
		Connection (8:16)
		Official Course
		Summary
		Podcast
Primal	This is the book that established “emotional intelligence” in the business lexicon—and made it a	Book

<p>Leadership (Daniel Goleman)</p> 	<p>necessary skill for leaders.</p> <p>Managers and professionals across the globe have embraced Primal Leadership, affirming the importance of emotionally intelligent leadership. Its influence has also reached well beyond the business world: the book and its ideas are now used routinely in universities, business and medical schools, and professional training programs, and by a growing legion of professional coaches.</p> <p>This refreshed edition, with a new preface by the authors, vividly illustrates the power—and the necessity—of leadership that is self-aware, empathic, motivating, and collaborative in a world that is ever more economically volatile and technologically complex. It is even timelier now than when it was originally published.</p> <p>From bestselling authors Daniel Goleman, Richard Boyatzis, and Annie McKee, this groundbreaking book remains a must-read for anyone who leads or aspires to lead.</p>	<p>Daniel on great leadership (7:22)</p> <p>Strategies (10:31)</p> <p>Daniel on Primal Leadership (5:09)</p> <p>6 Leadership Styles (3:53)</p> <p>HBR Interview on Social Intelligence (10:15)</p> <p>Dan on Emotional Intelligence (5:31)</p>
<p>Crucial Conversations (Grenny, Gregory, Patterson, Switzler, McMillan)</p> 	<p>“[Crucial Conversations] draws our attention to those defining moments that literally shape our lives, our relationships, and our world.... This book deserves to take its place as one of the key thought leadership contributions of our time.” —From the Foreword by Stephen R. Covey, author of The 7 Habits of Highly Effective People</p> <p>“The quality of your life comes out of the quality of your dialogues and conversations. Here’s how to instantly uplift your crucial conversations.” —Mark Victor Hansen, cocreator of the #1 New York Times bestselling series Chicken Soup for the Soul®</p> <p>The first edition of Crucial Conversations exploded onto the scene and revolutionized the way millions of people communicate when stakes are high. This new edition gives you the tools to:</p> <p>Prepare for high-stakes situations Transform anger and hurt feelings into powerful dialogue Make it safe to talk about almost anything Be persuasive, not abrasive</p>	<p>3rd Edition Book</p> <p>4 min Summary</p> <p>Video Summary 1 (6:53)</p> <p>Video Summary 2 (7:41)</p> <p>Grenny Presentation 1 (14:57)</p> <p>Granny Presentation 2 (30:50)</p>

		Adele on Crucial Conversations (1:06)
		Summary of Techniques
		Official Courses
		Additional Resources
<p>Radical Candor (Kim Scott)</p> 	<p>The idea is simple: You don't have to choose between being a pushover and a jerk. Using Radical Candor—avoiding the perils of Obnoxious Aggression, Manipulative Insincerity, and Ruinous Empathy—you can be kind and clear at the same time.</p> <p>Kim Scott was a highly successful leader at Google before decamping to Apple, where she developed and taught a management class. Since the original publication of Radical Candor in 2017, Scott has earned international fame with her vital approach to effective leadership and co-founded the Radical Candor executive education company, which helps companies put the book's philosophy into practice.</p> <p>Radical Candor is about caring personally and challenging directly, about soliciting criticism to improve your leadership and also providing guidance that helps others grow. It focuses on praise but doesn't shy away from criticism—to help you love your work and the people you work with.</p> <p>Radically Candid relationships with team members enable bosses to fulfill their three core responsibilities:</p> <ol style="list-style-type: none"> 1. Create a culture of Compassionate Candor 2. Build a cohesive team 3. Achieve results collaboratively <p>Required reading for the most successful organizations, Radical Candor has raised the bar for management practices worldwide.</p>	Book
		Radical Candor in 6 mins
		What is Radical Candor? (6:33)
		End Don't Take it Personally (4:59)
		Radical Candor Presentation 1 (21:20)
		Radical Candor Presentation 2 (14:52)
		Impromptu Feedback (4:01)
		6 Tips Article
		Rolling Out Radical Candor Article

		Getting Radical Candor Right Article
		E-course
		Podcast
		Radical Candor 2x2
		Official resources
<p>Start with Why (Simon Sinek)</p> 	<p>Start With Why (2011) tackles a fundamental question: What makes some organizations and people more innovative, influential, and profitable than others? Based on best-selling author Simon Sinek’s hugely influential lecture of the same name, the third most-watched TED talk of all time, these blinks unpack the answer to that conundrum. As Sinek’s examples from the business world, politics, and technology show, it’s all about asking “Why?” rather than “What?”</p>	Book
		Blinkist
		5 mins of Original TED Talk (5:00)
		Original Start With Why TED Talk (18:01)
		Simon Presentation (1:00:50)
		Simon Presentation 2 (39:00)
		Core Message for Find Your Why & Start With Why (7:34)
<p>Made to Stick: Why Some Ideas Survive</p>	<p>NEW YORK TIMES BESTSELLER • The instant classic about why some ideas thrive, why others die, and how to make your ideas stick.</p>	Book
		Book Summary 1

<p>and Others Die (Chip and Dan Heath)</p> 	<p>“Anyone interested in influencing others—to buy, to vote, to learn, to diet, to give to charity or to start a revolution—can learn from this book.”—The Washington Post</p> <p>Mark Twain once observed, “A lie can get halfway around the world before the truth can even get its boots on.” His observation rings true: Urban legends, conspiracy theories, and bogus news stories circulate effortlessly. Meanwhile, people with important ideas—entrepreneurs, teachers, politicians, and journalists—struggle to make them “stick.”</p> <p>In Made to Stick, Chip and Dan Heath reveal the anatomy of ideas that stick and explain ways to make ideas stickier, such as applying the human scale principle, using the Velcro Theory of Memory, and creating curiosity gaps. Along the way, we discover that sticky messages of all kinds—from the infamous “kidney theft ring” hoax to a coach’s lessons on sportsmanship to a vision for a new product at Sony—draw their power from the same six traits.</p> <p>Made to Stick will transform the way you communicate. It’s a fast-paced tour of success stories (and failures): the Nobel Prize-winning scientist who drank a glass of bacteria to prove a point about stomach ulcers; the charities who make use of the Mother Teresa Effect; the elementary-school teacher whose simulation actually prevented racial prejudice.</p> <p>Provocative, eye-opening, and often surprisingly funny, Made to Stick shows us the vital principles of winning ideas—and tells us how we can apply these rules to making our own messages stick.</p>	<p>Book Summary 2</p> <p>Animated Summary 1 (8:51)</p> <p>Animated Summary 2 (4:13)</p> <p>Top 7 Lessons (5:36)</p> <p>SUCCESS Framework (4:47)</p> <p>Chip Heath Presentation (51:18)</p> <p>Official Resources</p>
<p>Getting to Yes: Negotiating Agreement Without Giving In (Roger Fisher, William Ury)</p>	<p>Getting to Yes is a straightforward, universally applicable method for negotiating personal and professional disputes without getting taken - and without getting angry.</p> <p>It offers a concise, step-by-step, proven strategy for coming to mutually acceptable agreements in every sort of conflict - whether it involves parents and children, neighbors, bosses and employees, customers or corporations, tenants or diplomats. Based on the work of the Harvard Negotiation Project, a group that deals continually with all levels of negotiation and conflict resolution, from domestic to business to international, Getting to Yes tells you how to:</p> <ul style="list-style-type: none"> • Separate the people from the problem • Focus on interests, not positions • Work together to create opinions that will satisfy both parties • Negotiate successfully with people who are more powerful, refuse to play by the rules, or 	<p>Book</p> <p>Book Summary 1</p> <p>Book Summary 2</p> <p>Animated Summary 1 (8:38)</p> <p>Animated Summary 2 (8:20)</p> <p>TED Talk (19:15)</p>

	resort to "dirty tricks"	Interests vs Positions (4:12)
		William Ury on Getting to Yes (30:40)
		Summary and Free Harvard Law School Resource
		Official Resources

2. Video Clips

Title	Description	Link
4 Tips To improve Your Public Speaking	Tips from great public speakers: Simon Sinek and Isaac Serwanga.	12:56
Julia Dhar: How to have constructive conversations	"We need to figure out how we go into conversations not looking for the victory, but the progress," says world debate champion Julia Dhar. In this practical talk, she shares three essential features of productive disagreements grounded in curiosity and purpose. The end result? Constructive conversations that sharpen your argument and strengthen your relationships. 0-2:30 - Belief Perseverance, 2:50 - Constructive Conversations have 3 Elements: Choose curiosity over clash. Anchor in purpose, etc... 8:00 Future possibility, shared purpose, 10:00 Summarized main points	10:40
How Can We Productively Disagree?	Principal Julia Dhar discusses how the fundamentals of debate can improve the way we disagree with one another.	1:01
TED How to disagree productively and find common ground Julia	Some days, it feels like the only thing we can agree on is that we can't agree -- on anything. Drawing on her background as a world debate champion, Julia Dhar offers three techniques to reshape the way we talk to each other so we can start disagreeing productively and finding	14:56

Dhar	common ground -- over family dinners, during work meetings and in our national conversations.	
May 1, 1969: Fred Rogers testifies before the Senate Subcommittee on Communications	On May 1, 1969, Fred Rogers, host of the (then) recently nationally syndicated children's television series, Mister Rogers' Neighborhood (named Mister Rogers' Neighborhood at the time), testified before the Senate Committee on Commerce Subcommittee on Communications to defend \$20 million in federal funding proposed for the newly formed non-profit Corporation for Public Broadcasting, which was at risk of being reduced to \$10 million. Subcommittee chairman, Senator John Pastore (D-RI), unfamiliar with Fred Rogers, is initially abrasive toward him. Over the course of Rogers' 6 minutes of testimony, Pastore's demeanor gradually transitions to one of awe and admiration as Rogers speaks.	6:50
How to Lead Tough Conversations Adar Cohen TEDxKeene	The presentation will explore difficult conversations -- the costs of avoiding them, the benefits of having them, & the three simple rules to leading them successfully. With Adar's help, gang leaders and police officers in Chicago are preventing gun violence. Protestants and Catholics in Northern Ireland are planning for a shared future. Across the private and public sectors Adar has helped people have big conversations that lead to powerful results. A Harry S. Truman Scholar, a Thomas J. Watson Fellow, and a George Mitchell Scholar, Adar holds a PhD in conflict resolution from the University of Dublin. He has lectured at Harvard University, the University of Chicago, and at the invitation of the King of Bhutan, lectured and consulted at Sherubste University, the Himalayan Kingdom's first institution for higher education. He is a co-founder of Civic Leadership Foundation, which has achieved life-changing outcomes for over 20,000 at-risk youth. This talk was given at a TEDx event using the TED conference format but independently organized by a local community.	15:44
A Knights tale introductions	A collection of the introductions of A Knight's Tale. You see a range of examples of how clear and effective communication or the lack of it can engage a crowd.	4:10
Braveheart - Inspirational Speech - William Wallace	In this clip, William Wallace (Mel Gibson) uses humor and the ability to paint verbal pictures to help them think beyond the short term of surviving the day to the idea of surviving in bondage until old age wishing they could come back to make a different decision.	5:30
To Kill a Mockingbird Atticus Finch's Closing Argument	"Now, gentlemen, in this country our courts are the great levelers. In our courts, all men are created equal. I'm no idealist to believe firmly in the integrity of our courts and of our jury system. That's no ideal to me. That is a living, working reality!"	7:26

	<p>Gregory Peck won an Oscar for his brilliant performance as the Southern lawyer who defends a black man accused of rape in this film version of the Pulitzer Prize-winning novel. The way in which it captures a time, a place, and above all, a mood, makes this film a masterpiece. The setting is a dusty Southern town during the Depression. A white woman accuses a black man of rape. Though he is obviously innocent, the outcome of his trial is such a foregone conclusion that no lawyer will step forward to defend him – except Peck, the town's most distinguished citizen. His compassionate defense costs him many friendships but earns him the respect and admiration of his two motherless children.</p>	
How miscommunication happens (and how to avoid it) TED-Ed	<p>View full lesson: http://ed.ted.com/lessons/how-to-avoi... Have you ever talked with a friend about a problem, only to realize that he just doesn't seem to grasp why the issue is so important to you? Have you ever presented an idea to a group, and it's met with utter confusion? What's going on here? Katherine Hampsten describes why miscommunication occurs so frequently, and how we can minimize frustration while expressing ourselves better. Lesson by Katherine Hampsten, animation by Andrew Foerster.</p>	4:32
The Power of Teamwork - Animation Shorts	<p>(Funny clip.) Groups of penguins, ants, and crabs effectively and creatively collaborate to face obstacles together. What kind of communication allows for that kind of immediate impact?</p>	1:22
Communication Problems	<p>(Funny clip.) An English shopkeeper misunderstands as a customer lacks clarity in his communication.</p>	6:45
Everybody Loves Raymond Active Listening Clip	<p>(Funny clip.) Ray and Deborah are in a parenting class and have to model active listening.</p>	4:01
German Coastguard - We are Sinking	<p>(Funny clip.) German coastguard trainee trying to understand the Mayday call from a ship in English.</p>	0:35
The World's Worst Translator Alternatino	<p>(Funny clip. Recommended for adults only for language and brief violence.) A crime boss's translator proves he's not up to the task.</p>	3:53
A Bug's Life - Flik and Atta + Flik's new plan	<p>From 3:10-4:00. With a threat to the colony, one ant comes up with a plan and convinces the entire organization to believe in it and make it into a reality.</p>	0:50
The Guy Who Finishes	<p>What happens when you talk with someone who can't stop trying to finish your sentences?</p>	2:30

Your Sentences		
The Guy Who Listens By Interrupting You	(Adult language at 1:58) What happens when you talk with someone who took an active listening class but still isn't actually listening? (To avoid the language, you could consider ending the clip at 1:30 or 1:55.)	2:13
Frost/Nixon (7/9) Movie CLIP - When the President Does It. It's Not Illegal (2008)	(Adult language at 2:57) Nixon (Frank Langella) gives a passionate, defensive, and revealing interview with Frost (Michael Sheen) who pushes the "cover up" issue. Frost is unrelenting and able to, as an investigative interviewer, adeptly use great questions and silence to get the truth.	3:00
Washington's Dream - SNL	(Funny clip.) George Washington (Nate Bargatze) tells his soldiers (Kenan Thompson, Mikey Day, Bowen Yang, James Austin Johnson) his dream for the country.	4:50
The Art of Listening Simon Sinek	Listening is more than the act of hearing. It's creating an environment in which the other person FEELS heard. If we truly listen to someone else's perspective, we can gain understanding and engage in more meaningful dialogue.	5:12
Liz Wiseman A bedtime story	A great description on how to challenge ourselves as leaders to ask more questions. Your inquiry grows the capability of those around you, exponentially according to Wiseman.	5:26
Change Initiatives	(Funny clip.) Leader attempts to communicate three key change initiatives and his team is extremely quick to act before he is able to articulate it fully.	1:35
The Office - Creed dancing	(Funny clip.) Andy tells Creed to hurry up but doesn't specify about what.	0:27
Rowboat Argument Scene - Sound of Music	Maria and Capt. Von Trapp have an exchange where Maria tells the Captain what he needs to hear in a civil but passionate way.	4:12

3. Articles

Title	Description	Date
-------	-------------	------

Dr. Gottman's 3 Skills and 1 Rule for Intimate Conversation	<p>Protect your relationships from unnecessary stressors and weather the storms that come by making emotional connection a priority.</p> <p>The Gottman Institute is the culmination of Drs. John and Julie Gottman's life work as researchers and clinical psychologists. Their approach to relationship health has been developed from over 40 years of research with more than 3,000 couples—the most extensive study ever done on marital stability. While their focus is mainly on couples, their research has relevant applicability to any relationship, including those we have in our professions.</p>	Not available
4 Conflict Styles That Hurt Your Relationship	<p>Learn how to navigate conflict in a healthy way.</p> <p>The Gottman Institute is the culmination of Drs. John and Julie Gottman's life work as researchers and clinical psychologists. Their approach to relationship health has been developed from over 40 years of research with more than 3,000 couples—the most extensive study ever done on marital stability. While their focus is mainly on couples, their research has relevant applicability to any relationship, including those we have in our professions.</p>	Not available
The New Science of Building Great Teams	<p>MIT's Human Dynamics Laboratory studied highly effective teams using electronic badges that collected data on individual communication behavior- tone of voice, body language, whom they talked to and how much, and more.. Analyzing patterns of communication, they found that a few patterns were the most important predictors of a team's success. Just by looking at the sociometric data, they've been able to foretell which teams will win a business plan contest.</p> <p>The data also establish another surprising fact: Individual reasoning and talent contribute far less to team success than one might expect. The best way to build a great team is not to select individuals for their smarts or accomplishments but to learn how they communicate and to shape and guide the team so that it follows successful communication patterns.</p>	Apr 2012

4. Podcasts

Title	Description	Link
-------	-------------	------

--	--	--

5. Classes / Events

Title	Description	Link
Improvising Radical Candor	<p>If you're like most people, you probably don't receive the kind of feedback you need to keep growing on the job. And, sorry to say, you're probably not giving the kind of feedback that will most help you build the kind of relationships you really need to succeed.</p> <p>Not to worry! Radical Candor and Second City Works have teamed up to tackle your problem, and we've come up with a digital solution that's nothing short of hilarious. Starring David Alan Grier, "The Feedback Loop" is a laugh-and-learn training program that includes a workplace comedy to help you develop a candid culture of effective feedback.</p>	
Crucial Conversations: Crucial Learning Courses	Backed by 30 years of social science, Crucial Conversations skills represent the standard in effective communication and the marker of high performance individuals and organizations. The course teaches nine powerful skills for working through disagreement to achieve better results.	
Live Online Classes (Simon Sinek)	We are continually adding new classes to help us show up better for those around us.	

6. Other Resources

Title	Description	Link
8 Change Management Exercises to Try	<p>When you introduce a change like a merger or new technology, employees are often uncertain and anxious. How would this change impact their jobs? Will they be able to adapt to change?</p> <p>Spencer Johnson has rightly said in 'Who Moved My Cheese?', "what you are afraid of is never as bad as what you imagine. The fear you let build up in your mind is worse than the situation that actually exists."</p> <p>As a change practitioner, you can help your employees overcome this fear and resistance of change by planning a few change management exercises before implementing the change.</p>	Link
Crucial Conversations Additional Resources	Resources include videos, the Crucial Conversations model for reference, discussion questions, a short assessment to diagnose how you can improve, and a newsletter.	

7. Quotes

1. "I can try to make it clearer, but I cannot make it any easier." -Robert Oppenheimer
2. "Great leaders are almost always great simplifiers, who can cut through argument, debate, and doubt to offer a solution everybody can understand." -Colin Powell
3. "Clarity is the preoccupation of an effective leader. If you do nothing else as a leader, be clear." -Marcus Buckingham
4. "Clarity is the answer to anxiety. Effective leaders are clear." -Marcus Buckingham
5. "To effectively communicate, we must realize that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others." – Tony Robbins
6. "Communication – the human connection – is the key to personal and career success." – Paul J. Meyer
7. "Whatever words we utter should be chosen with care for people will hear them and be influenced by them for good or ill." – Buddha
8. "Take advantage of every opportunity to practice your communication skills so that when important occasions arise, you will have the gift, the style, the sharpness, the clarity, and the emotions to affect other people." – Jim Rohn

9. "If you have an important point to make, don't try to be subtle or clever. Use a pile driver. Hit the point once. Then come back and hit it again. Then hit it a third time – a tremendous whack." – Winston Churchill
10. "The two words 'information' and 'communication' are often used interchangeably, but they signify quite different things. Information is giving out; communication is getting through." – Sydney J. Harris
11. "Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life." – Brian Tracy
12. "I'm a great believer that any tool that enhances communication has profound effects in terms of how people can learn from each other, and how they can achieve the kind of freedoms that they're interested in." – Bill Gates
13. "There is no such thing as perfect communication; there is effective communication, which is a process of feedback and progressive adjustments. The delusion that perfect communication is possible generates a frustration that damages our relationships and personal lives." —Luigina Sgarro
14. "Discussion is an exchange of knowledge and an argument an exchange of ignorance." -Robert Quillen
15. "Good communication is the bridge between confusion and clarity." -Nat Turner
16. "Communication to a relationship is like oxygen is to life. Without it, it dies." -Tony A. Gaskins Jr.
17. "The biggest communication problem is we do not listen to understand. We listen to reply." -Unknown
18. "In teamwork, silence isn't golden, it's deadly." -Mark Sanborn
19. "Honesty and openness is always the foundation of insightful dialogue." -Bell Hooks
20. "In internal communication, there must be an ongoing and perceived consistency between what you say and how you say it."
-Janet G. Elsea

8. Activity Ideas

Title	Description
11 Team Building Games and Activities	There are a variety of reasons why companies use team building activities. They can improve communication, boost morale, motivate, be used as ice breakers and learning effective strategies, improve productivity, and teach people about each other's strengths and weaknesses.

