

Recommended Resources

Recommended Resources from WFU Learning and Development

You're invited to explore this curated collection of digital learning resources recommended by WFU's [Learning and Development team](#). This content, free and available through Workday Learning and other resources across the Internet, includes a variety of informative and engaging articles, books, podcasts, and videos. This material is intended to help you build practical skills, improve digital agility, and grow as a lifelong learner.

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Building Relationships

Listening	Reading	Viewing
• Brené Brown and Adam Grant on the Skillsets of Empathy (Podcast) • Esther Perel: Build better relationships at work (Podcast) • How the Best Build Better Relationships (Podcast) • Kidd You Not (Podcast) • The Oracle of the OPCD Says That Pro Humanitate Will Be Our North Star in the Age of AI with Guest Andy Chan (Podcast)	• Team Trust (Article/Infographic) • The 3 Elements of Leadership Trust (Article) • The Five Dysfunctions of a Team: A Leadership Fable (Book)	• Building Better Relationships through Listening and Validation (LinkedIn Learning Course on Workday Learning: 23 min) • Empathy at Work (LinkedIn Learning Course on Workday Learning: 48 min) • Growing Relationships as a Manager (LinkedIn Learning Course on Workday Learning: 1 hour) • Skills to Build Stronger Work Relationships (LinkedIn Learning Course on Workday Learning: 36 min) • Teamwork Essentials: Stand Out as a Valuable Team Member (LinkedIn Learning Course on Workday Learning: 28 min) • Using Authenticity to Build Productive Relationships (LinkedIn Learning Course on Workday Learning: 35 min) • Brené Brown on Empathy (Video)



Change Management / Change Leadership

Listening	Reading	Viewing
• How to change your workplace (Podcast)	• Adapting to Change Requires Flexible Leaders (Article) • Leading Change: Why Transformation Efforts Fail (Article) • Use the ADKAR Model for Change Success (Article) • Switch: How to Change Things When Change Is Hard (Book) • Think Again (Book)	• Change Management Foundations (LinkedIn Learning Course on Workday Learning: 45 min) • Overcome Resistance to Change: Work in 60 Seconds (Video)



Coaching and Developing

Listening	Reading	Viewing
• How to Structure 1:1 Meetings. with Steven Rogelberg (Podcast) • Radical Candor Podcast (Podcast) • The Coaching Habit (getAbstract Summary) (LinkedIn Learning Course on Workday Learning audio only: 8 min)	• How to Coach People (Article) • How to Give Feedback Most Effectively (Article) • Use Situation-Behavior-Impact (SBI)™ to Understand Intent (Article) • Feedback (and Other Dirty Words): Why We Fear It. How to Fix It (Book) • Glad we Met: The Art and Science of 1:1 Meetings (Book) • The Coaching Habit: Say Less. Ask More & Change the Way You Lead Forever (Book)	• Coaching and Developing Employees (LinkedIn Learning Course on Workday Learning: 1 hour) • Creating a Coaching Culture (LinkedIn Learning Course on Workday Learning: 47 min) • Giving and Receiving Feedback (LinkedIn Learning Course on Workday Learning: 34 min) • Leading at a Distance (LinkedIn Learning Course on Workday Learning: 54 min) • How to Have Productive One-on-One Meetings (LinkedIn Learning Course on Workday Learning: 35 min)



Communication

Listening	Reading	Viewing
• Brené and Adam Grant on Empathy vs. Enmeshment (Podcast) • ReThinking: Jacinda Ardern on leading with empathy and overcoming self-doubt (Podcast)	• Dare to Lead: Brave Work.Tough Conversations.Whole Hearts (Book) • Influence. New and Expanded: The Essential Guide to the Psychology of Influence and Persuasion in Everyday Life (Book) • Made to Stick: Why Some Ideas Survive and Others Die (Book)	• Communication Fundamentals (Workday Learning course: 30 min) • Communicating with Emotional Intelligence (LinkedIn Learning Course on Workday Learning: 43 min) • Communicating with Empathy (LinkedIn Learning Course on Workday Learning: 38 min) • Communicating Through Disagreement (LinkedIn Learning Course on Workday Learning: 41 min) • Leading with Emotional Intelligence (LinkedIn Learning Course on Workday Learning: 1 hour) • Leading with Empathy (LinkedIn Learning Course on Workday Learning: 38 min) • Mindful Communication for Less Conflict and Stronger Relationships (LinkedIn Learning Course on Workday Learning: 49 min) • Persuading Others (LinkedIn Learning Course on Workday Learning: 33 min) • The communication playbook: From conflict to collaboration with HBR's Amy Gallo (Video)



Conflict Management / Conflict Resolution

Listening	Reading	Viewing
• Bill Eddy: How to Deal With High Conflict People (Podcast) • How to Manage: Conflict (Podcast) • How to Prepare for Conflict, with Amy Gallo (Podcast) • How to Resolve Team Conflict (Podcast)	• 5 Strategies for Conflict Resolution in the Workplace (Article) • 6 Tips for Leading Through Conflict in the Workplace (Article) • Crucial Conversations: Tools for Talking When Stakes are High, Third Edition (Book) • Difficult Conversations: How to Discuss What Matters Most (Book) • Getting to Yes: Negotiating Agreement Without Giving In (Book)	• Communicating Through Disagreement (LinkedIn Learning Course on Workday Learning: 41 min) • Conflict Resolution Foundations (LinkedIn Learning Course on Workday Learning: 51 min) • How to Resolve Conflicts (LinkedIn Learning Course on Workday Learning: 52 min) • Mistakes to Avoid When Resolving Conflict (LinkedIn Learning Course on Workday Learning: 40 min) • The Gift of Conflict (Video) • Addressing Conflict with Care: Simon Sinek's Approach to Workplace Negativity (Video)



Customer Service

Listening	Reading	Viewing
• Creating Disney Magic (Podcast) • Zendesk Insights - Exploring the trends, technologies, and innovations shaping the future of customer service (Podcast)	• Be Our Guest (Book) • Delivering Happiness: A Path to Profits, Passion, and Purpose (Book) • Excellence Wins: A No-Nonsense Guide to Becoming the Best in a World of Compromise (Book)	• Creating Positive Conversations (LinkedIn Learning Course on Workday Learning: 30 min) • Innovative Customer Service Techniques (LinkedIn Learning Course on Workday Learning: 43 min)



Managing Emotions

Listening	Reading	Viewing
• Anger Secrets (Podcast) • Speaking of Psychology: How to keep anger from getting the best of you. with Howard Kassinove, PhD, and Raymond “Chip” Tafrate, PhD (Podcast)	• Anger Management: 10 Tips to Tame Your Temper (Article) • Anger Management: Help for Anger Issues (Article) • Control Anger Before it Controls You (Article) • Anger Management for Everyone: 10 Proven Strategies to Help You Control Anger and Live a Happier Life (Book)	• Anger Management (LinkedIn Learning Course on Workday Learning: 60 min) • Effective Anger Management Techniques for Higher Ed Faculty & Staff (Workday Learning course: 15 min) • Anger Management Techniques (Video) • The Antidote to Anger (Video) • The Upside of Anger (Video)



Managing Up

Listening	Reading	Viewing
• How to Start Managing Up. with Tom Henschel (Podcast) • Managing Up, One Conversation at a Time (Podcast) • The Essentials: Managing Up (Podcast)	• 15 Managing Up Techniques You Can Use Every Day in Student Affairs (Article) • Strategies for Managing Up (Article) • Why Everyone Should Master Managing Up and Across (Article) • HBR Guide to Managing Up and Across (Book)	• How to Manage Your Manager (LinkedIn Learning Course on Workday Learning: 27 min) • Managing Up as an Employee (LinkedIn Learning Course on Workday Learning: 49 min) • Nano Tips for Managing Up with Lorraine K. Lee (LinkedIn Learning Course on Workday Learning: 6 min)



Motivation / Personal Progression

Listening	Reading	Viewing
• Dare to Lead Podcast (Podcast) • The Overwhelmed Brain (Podcast)	• Brené Brown and Adam Grant Say the Best Leaders Do This. Mediocre Managers Do the Opposite Are you a 'learner' or a 'knower'? (Article) • How to Boost Employee Engagement and Motivation (Article) • Motivating Your Managers: What's the Right Strategy (Article) • Drive: The Surprising Truth About What Motivates Us (Book) • Start With Why: How Great Leaders Inspire Everyone to Take Action (Book) • StrengthsFinder 2.0 (Book) • The 5 Languages of Appreciation in the Workplace: Empowering Organizations by Encouraging People (Book)	• Discovering Your Strengths (LinkedIn Learning Course on Workday Learning: 56 min) • How to Manage Feeling Overwhelmed (LinkedIn Learning Course on Workday Learning: 42 min) • Mastering Self Motivation (LinkedIn Learning Course on Workday Learning: 54 min) • Stand Out as a Power Performer at Work (LinkedIn Learning Course on Workday Learning: 32m) • Teamwork Foundations (LinkedIn Learning Course on Workday Learning: 1 hr) • The Motivation Code: Discover the Hidden Forces That Drive Your Best Work (LinkedIn Learning Course on Workday Learning: 1 hour)



Strategic Thinking

Listening	Reading	Viewing
• How I Built This with Guy Raz (Podcast) • Masters of Scale (Podcast)	• The Innovator's Dilemma: When New Technologies Cause Great Firms to Fail (Book) • Thinking Fast and Slow (Book)	• Critical Thinking (LinkedIn Learning Course on Workday Learning: 1 hour) • Decision-Making Strategies (LinkedIn Learning Course on Workday Learning: 58 min) • Strategic Thinking (LinkedIn Learning Course on Workday Learning: 53 min)



Time Management/Prioritization

Listening	Reading	Viewing
• Adam Grant — The Man Who Does Everything (Podcast) • Dr. Cal Newport: How to Enhance Focus and Improve Productivity (Podcast)	• Introducing the Eisenhower Matrix (Article) • Atomic Habits (Book) • Getting Things Done: The Art of Stress-Free Productivity (Book)	• Finding Your Time Management Style (LinkedIn Learning Course on Workday Learning: 1 hour) • Google Calendar Essential Training (LinkedIn Learning Course on Workday Learning: 2 hours) • Google Mail and Calendar Tips and Tricks (WFU Instructor-led Virtual: 1 hour) • Google Workplace Hacks: Unlocking Digital Productivity (LinkedIn Learning Course on Workday Learning: 1 hour) • Introduction to Google Calendar (LinkedIn Learning Course on Workday Learning: 39 minutes) • Managing Your Time (LinkedIn Learning Course on Workday Learning: 11 minutes) • Productivity: Prioritizing at Work (LinkedIn Learning Course on Workday Learning: 49 minutes) • Time Management Fundamentals (LinkedIn Learning Course on Workday Learning: 2 hours) • Time Management Tips: Follow Through (LinkedIn Learning Course on Workday Learning: 37 minutes)



		• Time Management Tips: Scheduling (LinkedIn Learning Course on Workday Learning: 46 minutes)
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