

Susan Fee's Suggested Reading List for Dealing with Difficult People

- Bernstein, A. *How to Deal with Emotionally Explosive People*. New York, NY: McGraw-Hill, 2002.
- Brinkman, R. & Kirschner, R. *Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst*. New York, NY: McGraw-Hill, 2002.
- Cavaiola, A. & Lavender, N. *Toxic Coworkers: How to Deal with Dysfunctional People on the Job*. Oakland, CA: New Harbinger Publications, 2000.
- Cloud, H. & Townsend, J. *How to Have That Difficult Conversation You've Been Avoiding: With Your Spouse, Adult Child, Boss, Co-worker, Best Friend, Parent, or Someone You're Dating*. Grand Rapids, MI: Zondervan, 2006.
- Cloud, H. & Townsend, J. *Boundaries: When to Say Yes, How to Say No to Take Control of Your Life*. Grand Rapids, MI: Zondervan, 1992.
- Fee, S. [21 Days to Becoming More Assertive](#). Cleveland, OH: Susan Fee & Associates, Inc., 2012.
- Fee, S. [My Roommate Is Driving Me Crazy! Surviving a College Roommate Who Is Driving You Up the Dorm Wall](#). Bothell, WA: Book Publishers Network, 2009.
- Fee, S. [Dealing with Difficult People: 83 Ways to Stay Calm, Composed, and in Control](#). Cleveland, OH: Susan Fee & Associates, Inc., 2005.
- Forward, S. *Emotional Blackmail: When the People in Your Life Use Fear, Obligation, and Guilt to Manipulate You*. New York, NY: Harper Paperbacks, 1998.
- Patterson, K. *Crucial Confrontations: Tools for Talking About Broken Promises, Violated Expectations, and Bad Behavior*. New York, NY: McGraw-Hill, 2004.
- Stone, D. *Difficult Conversations: How to Discuss What Matters Most*. New York, NY: Penguin, 2000.

In addition, you might find these resources helpful. All can be found at www.susanfee.com:

[Dealing with Difficult People: How to Protect Yourself from Professional Button Pushers](#) E-Seminar.

[Dealing with Difficult People](#) DVD

[Taming Workplace Bullies](#) DVD