**Healthy Communication: Managing Conflict in Research Teams - May 21, 2020**

**Additional Resources Handout**

**Resources we found valuable:**

* Vital Smarts Book list - <https://www.vitalsmarts.com/online-store/>
* Vital Smarts Crucial Skills Blog, specifically:
	+ <https://www.vitalsmarts.com/crucialskills/2013/11/speaking-up-to-the-boss/>
	+ <https://www.vitalsmarts.com/crucialskills/2015/11/delivering-tough-performance-feedback/>
	+ <https://www.vitalsmarts.com/crucialskills/2014/03/how-to-make-it-safe-for-you/>
* Silence Kills: Seven Crucial Conversations for Healthcare
	+ <https://psnet.ahrq.gov/issue/silence-kills-seven-crucial-conversations-healthcare>
* “Conflict Management: Difficult Conversations with Difficult People”
	+ <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3835442/>
* “SPIKES - A Six-Step Protocol for Delivering Bad News: Application to the Patient with Cancer”
	+ <https://theoncologist.onlinelibrary.wiley.com/doi/full/10.1634/theoncologist.5-4-302>

**Resources at the University of Vermont Medical Center:**

* Crucial Conversations
	+ In-person training (Two 8-hour days)
	+ For more information go to: UVMC Intranet Home Page> Education & Training > Learning & Leadership Development > Professional Development > Educational Opportunities > Learning & Leadership Development Catalog
* Communication in the Workplace
	+ Live Webinar (1 hour)
	+ For more information go to: UVMC Intranet Home Page> Education & Training > Learning & Leadership Development > Professional Development > Educational Opportunities > Learning & Leadership Development Catalog
* AIDET and Communication
	+ Found in Cornerstone
* Saylor Academy
	+ Online, self-directed courses (5 focused on communication)
	+ <https://learn.saylor.org/course/index.php?categoryid=19>

**Resources at the University of Vermont:**

Professional Development and Training

<https://www.uvm.edu/develop/communication-customer-service-classes>

* Building Conflict Resolution Skills
* Preventing & Defusing Anger and Hostility
* MBTI Conflict Management

**University of Florida Resources:**

* [Managing at UF: The Supervisory Challenge](https://learn-and-grow.hr.ufl.edu/courses-registration/managing-at-uf-the-supervisory-challenge/)s
	+ SCS014 Communication for Managers
* [Thrive@UF](https://learn-and-grow.hr.ufl.edu/courses-registration/thriveuf/)
	+ TRV010 Transforming Conflict
* Crucial conversations: How to Handle Difficult Conversations with Ease
	+ 1-5pm Delivered Virtually July 24, 2020 Gainesville, FL<http://reg.conferences.dce.ufl.edu/SSP/1400075452>
* University of Florida Leadership Network Giving and Receiving Feedback
	+ Master Certified Crucial Conversations Senior Consultant and independent contractor and facilitator Greg Sammis guided UFLN members through the [Crucial Conversations model](http://static.vitalsmartscdn.com/trainerzone/Crucial%20Conversations%204%20Model%20Poster.pdf) for situations where stakes are high, opinions vary, and emotions run strong.
* Communications and Work life
	+ <https://hr.ufl.edu/about/communications-worklife/>
* [Promoting a Sense of Belonging: An Interview with Antonio Farias](https://leadership.hr.ufl.edu/podcast/promoting-a-sense-of-belonging-an-interview-with-antonio-farias/)
	+ Podcast episode of Reflections on Leadership - highlights the importance of leaders promoting a sense of belonging through servant leadership, excellence in crucial conversations and community building.
* Crucial Conversations. The foundation of an inclusive culture is the ability to have authentic conversations, especially when the stakes are high and we aren’t in agreement.
	+ <https://cdo.ufl.edu/featured-slides/hero.html>
* [Improving Communication Using Relationship Strategies](https://leadership.hr.ufl.edu/podcast/improving-communication-using-relationship-strategies/)
	+ In episode 21 of Reflections on Leadership - how behavioral styles affect your ability to communicate effectively with others. By learning about these styles, we can identify our own behavioral preferences as well as those of the people we encounter every day.
* [Business Communications](https://learn-and-grow.hr.ufl.edu/courses-registration/business-communications/)
	+ BCC030 Communicate Assertively
	+ BCC020 Now Hear This: Listening, Comprehending, Communicating
	+ BCC010 Communication Confidence
	+ BCC060 Email Effectiveness
* LinkedIn Learning (Free access for UF employees)- Having Difficult Conversations <https://www.linkedin.com/learning/having-difficult-conversations-2/the-blueprint-for-a-difficult-conversation?u=41282748>