

RESOURCES & REFERENCES

Plain Language

1. Small Business Association: Plain Language

<http://www.sba.gov/plain/whatis.html>

Provides a brief description of plain language as well as a list of “quick tips” for writing and communicating in plain language.

2. Plain Language

<http://www.epa.gov/plainlanguage/index.htm>

Provides information about EPA’s plain language initiative and how the Agency is working to use plain language in its rulemaking and all other documents produced.

3. Plain Language: Improving Communication from the Federal Government to the Public

<http://www.plainlanguage.gov/>

A government website dedicated to the use of plain language in communications. The website describes the benefits of communicating to listeners using plain language, quick tips, and links to additional guidance materials. A comprehensive but easy to use website.

4. Plain Language Association International, The

<http://www.plainlanguagenetwork.org/>

Free advice and information on planning, writing, editing, and designing clear communications materials -- and surviving unplain language.

5. Online Technical Writing: Other Types of Technical Reports

<http://www.io.com/~hcexres/tcm1603/achtml/otherep.html>

Provides brief descriptions and definitions of types of technical writing and reports. It is a good resource to get general information on what particular types of technical reports include.

6. Communicating Effectively for Dummies

Martin Brounstein, 2001.

Applying your knowledge and skill to your job is the easy part; working well with others is often the hard part. This helpful guide coaches you on maximizing your personal interactions, even when resolving conflicts, dealing with customers, or giving difficult presentations.

7. Communicate Clearly

Heller, Robert and Tim Hindle, 1998.

Explains all aspects of communication, from non-verbal messages to writing and speech, showing you how to listen to others and get your message across. Power tips help you handle real-life situations and develop the first-class communication skills that are the key to a productive and informed workplace.

Facilitation and Negotiation

1. What, How, and Why Facilitate?

<http://adrr.com/adr3/facile1.htm>

Provides easy-to-understand information on facilitation.

2. Principled Negotiation

<http://www.colorado.edu/conflict/peace/treatment/pricneg.htm>

Provides a summary description of a conflict resolution book titled “Getting to Yes.” Website briefly discusses four fundamental principals of negotiation.

3. The Tipping Point: How Little Things Can Make a Big Difference

Malcolm Gladwell, 2000.

Provides examples and explanations of events in history when an idea, trend, or social behavior crosses a critical threshold, tips, and spreads, “like wildfire.”

4. The Secrets of Facilitation

Wilkinson, Michael, 2004.

Delivers a clear vision of facilitation excellence and reveals the specific techniques effective facilitators use to produce consistent results with groups.

5. Getting to Yes: Negotiating Agreement Without Giving In

Roger Fisher, William L. Ury, and Bruce Patton, 1991.

Offers a concise, step-by-step proven strategy for coming to mutually acceptable agreements in every sort of conflict; an aid to negotiating personal and professional disputes without getting taken—and without getting angry.

6. The Diplomat’s Dictionary

Charles W. Freeman and Charles W. Freeman, Jr., 1994.

Includes the basics for diplomats of all levels, framed in a humorous light.

Risk Communication

1. Risk Communication: Working With Individuals and Communities To Weigh the Odds

<http://odphp.osophs.dhhs.gov/pubs/prevrpt/Archives/95fm1.htm>

A great introduction to risk communication. Provides a number of real-life environmental examples of where risk communication can, and has, been used.

2. Risk Communication in the Context of Consumer Perceptions of Risks

<http://www.consumersunion.org/food/riskcomny598.htm>

Another great brief introduction to risk communication, though it relates to consumers and food safety.

3. Risk Communication: A Handbook for Communicating Environmental, Safety and Health Risks

Regina Lundgren and Andrea H. McMakin, 2004

For 10 years, a handbook of strategies and guidance for conveying risk information effectively. Has proven to be a valuable resource on areas such as current laws, stakeholder participation methods, and working with the news media.

4. Risk Communication: A Mental Models Approach

M.Granger Morgan, Baruch Fischhoff, Ann Bostrom, and Cynthia J. Atman, 2001.

Explains how to develop more effective risk communications using the Carnegie Mellon University mental models approach, which is designed to contain, in readily usable form, the information that people need to make informed decisions about risks to health, safety, and the environment.

5. Environmental Risk Communication: Principles and Practices for Industry

Anthony J. Sadar and Mark D. Schull, 1999.

A reference book that covers risk communication topics ranging from educating employees, the public, and the media regarding risk to strategies for risk communication outreach.

Periodicals and Journals

1. Project Management Journal

Published quarterly by Project Management Institute
Content and subscription information available online at
<http://www.pmi.org/info/default.asp>

Provides a broad range of information with a mission to advance the knowledge of project management.

2. Innovative Leader

Published monthly by Winston J. Brill

Content and subscription information available online at: <http://www.winstonbrill.com/>

A 12-page newsletter designed “to stimulate creativity and productivity,” with titles including “Keys to Effective Coaching” and “Understanding People for Enhanced Team Performance.”

3. Leadership in Action

Published bimonthly by Center for Creative Leadership (CCL) and Jossey-Bass Publishers

Content and subscription information available online at:

[http://www.ccl.org/CCLCommerce/publications/lia/overview.aspx?CatalogID=Publications&CategoryID=LeadershipAction\(LeadershipAction\)](http://www.ccl.org/CCLCommerce/publications/lia/overview.aspx?CatalogID=Publications&CategoryID=LeadershipAction(LeadershipAction))

Aims to help practicing leaders by providing insights gained through the course of CCL’s educational and research activities. The 16-page newsletter also provides a forum for the exchange of information and ideas among practitioners.

4. The Negotiator Magazine—The Most Comprehensive Source on Negotiating Today.

Published online by John Baker; available at <http://www.negotiatormagazine.com/>

This online periodical provides comprehensive and detailed information and tips on successful negotiating skills. The online site is also organized to provide links directed at specific issues within the realm of negotiations.