



*Improving Inter-Professional Communication:
Working Effectively in Medical Teams*

Resources

Books

- Lencioni, P. *The Five Dysfunctions of a Team*. San Francisco, CA: Jossey-Bass, 2002.
- Sutton, R. *The No Asshole Rule: Building a Civilized Workplace and Surviving One That Isn't*. New York, NY: Business Plus, 2007.
- Forni, P.M. *Choosing Civility*. New York, NY: St. Martin's Griffin, 2002.
- Prochaska, J. *Changing for Good*. New York, NY: HarperCollins Publishers, 1994.
- Patterson, K., et al. *Crucial Conversations: Tools for Talking When Stakes are High*. McGraw-Hill, 2012.
- Lipsenthal, L. *Finding Balance in a Medical Life*. Publisher: Lipsenthal, 2007.
- Ofri, D. *What Doctors Feel: How Emotions Affect the Practice of Medicine*. Boston, MA: Beacon Press, 2013.
- Goldsmith, Marshall, and Silvester, Sal, Stakeholder Centered Coaching, An Actionable Business Journal, THINKaha, February 2018
- Goldsmith, Marshall, Triggers, Crown Business, 2015

Articles

- Johnson, C. "The Perils of Perfectionism or How to Become One's Worst Enemy." *Continuing Education PDF* 2009
- Pfiffering, J. "The Disruptive Physician: A Quality of Professional Life Factor." *The Physician Executive*, March-April 1999.
- Privitera, M., et al. "Physician Burnout and Occupational Stress: An inconvenient truth with unintended consequences." *Journal of Hospital Administration*, Vol 4, No 1, 2015.
- Wiley, "Research Report for Adaptive Testing Assessment." Everything DiSC® <https://www.discprofile.com/DiscProfile/media/PDFs-Other/Research%20Reports%20and%20White%20Papers/EverythingDiSCResearchReportAT.pdf>
- DIMENSIONS: Work & Well-Being Toolkit for Physicians – Behavioral Health & Wellness Program, University of Colorado Anschutz Medical Campus School of Medicine <http://www.bhwellness.org/toolkits/Work-and-Well-Being-Toolkit-for-Physicians.pdf>
- "Leadership Skills & Emotional Intelligence," Center for Creative Leadership
- "Understanding Emotional Intelligence Can Help Alter Problem Behavior," by Manya Arond-Thomas, M.D.
- Behavior Coaching, curriculum provided by Andrew Neitlich, Center for Executive Coaching