



Suggested Resources

We hope you enjoy the webinar *Say It Only Once. Get Your Employees to do What You Ask the First Time* and suggest the following resources to continue your learning after the program.

Books

Coaching For Performance – John Whitmore

Words Can Change Your Brain – Andrew Newberg and Mark Waldman

Love 'Em or Lose 'Em: Getting Good People to Stay – Beverly Kaye

Coaching Questions, A Coach's Guide to Powerful Asking Questions – Tony Stoltzfus

Assessments

DiSC Profile

<https://www.discprofile.com/what-is-disc/overview/>

Thomas-Kilmann Instrument (TKI) – conflict modes

<http://www.kilmanndiagnostics.com/catalog/thomas-kilmann-instrument-one-assessment-person>

All the best,
The People of PCI Webinars

“If you want to earn more, learn more.” - Unknown