

# HEALING WORDS IN THE WORKPLACE RESOURCE SHEET

## WEBSITES

[www.wordscanheal.org](http://www.wordscanheal.org) – Our campaign's website features *The Words Can Heal Handbook* which you can preview on the site. Learn how to get real with the Healing Words Pledge and how to have healing words in your family life as well. Sign up for the bi-weekly Healing Words e-mail to keep your Healing Words Pledge alive!

## BOOKS

### **The Words Can Heal Handbook: How Changing Your Words Can Transform Your Life and the Lives of Others**

By Hilary Rich, Irwin Katsof, & Chaim Feld. What you say is the single biggest factor determining your happiness. Enhance your relationships at home, work, and in your community. Called “a treasure” by Jack Canfield of *Chicken Soup for the Soul* fame, you can order this book for only \$9.95 at [www.wordscanheal.org](http://www.wordscanheal.org) or by calling 866-967-3722. You can also purchase it at your local bookstore.

## ACADEMIC RESEARCH ARTICLES

“Electronic Interaction in the Workplace: Monitoring, Retrieving and Storing Employee Communications in the Internet Age.” By Mark S. Dichter and Michael S. Burkhardt. (A comprehensive summary of the serious legal aspects of e-mail communications in the workplace.) <http://www.morganlewis.com/art61499.htm>

“Passing the Word: Toward a Model of Gossip and Power in The Workplace.” By Nancy Kurland and Lisa Hope Pelled, *Academy of Management Review*, April 2000. [http://www.findarticles.com/cf\\_0/m4025/2\\_25/62197049/p1/article.jhtml](http://www.findarticles.com/cf_0/m4025/2_25/62197049/p1/article.jhtml)

“Reining in Rumors.” By Dr. Nicholas Difonzo, Dr. Prashant Bordia, and Dr. Ralph Rosnow, *Organizational Dynamics*, 1994, 23:1, pp. 47-62.

“Rumor and Gossip in Interpersonal Interaction and Beyond: A Social Exchange Perspective.” By Ralph L. Rosnow and Robin Kowalski (ed), *Behaving Badly: Aversive Behavior in Interpersonal Relationships*. Washington, DC: American Psychological Association, 2001, Chapter 8.

“Spontaneous Trait Transference: Communicators Take On the Qualities They Describe In Others.” By John J. Skowronski, et al, *Journal of Personality and Social Psychology* 1998, 74:4.