

Working with difficult people

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Abstrak

This helpful guide defines nine fundamental types of difficult people and gives readers a complete system for opening lines of communication, resolving differences, and avoiding office headaches. This revised edition includes an action plan for preparing for encounters and confrontations as well as all-new verbal self-defense tips, guidance on how to master power dynamics, and ways to differentiate between situational issues and psychological ones. Packed with new, updated information, this is an indispensable guide for dealing with the most difficult people in the workplace.