



Dealing with Difficult People: How to deal with nasty customers, demanding bosses and uncooperative colleagues

Ms Roberta Cava

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Everyone who has had to deal with irate, rude, impatient or aggressive people in the workplace will welcome this book. Dealing with Difficult People offers detailed, proven strategies for handling stressful situations calmly and professionally. Discover the root causes of poor communication and learn how to deal with the most common personality conflicts and improve your own people skills so that you work better with others. Completely updated and revised, this international bestseller outlines proven techniques to help workers keep their cool in a variety of situations. Dealing with Difficult People is an absolute must for anyone who wants to defuse tensions and resolve stressful situations. Learn how to keep your cool by: Calming angry customers Handling annoying subordinates, co-workers and bosses Dealing with sarcasm and the "silent treatment" Preventing abusive language and behaviour Recognising and circumventing office politics Sexual harassment and workplace bullying. This book was first published in 1990 and has had 22 publishers - 16 languages.

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