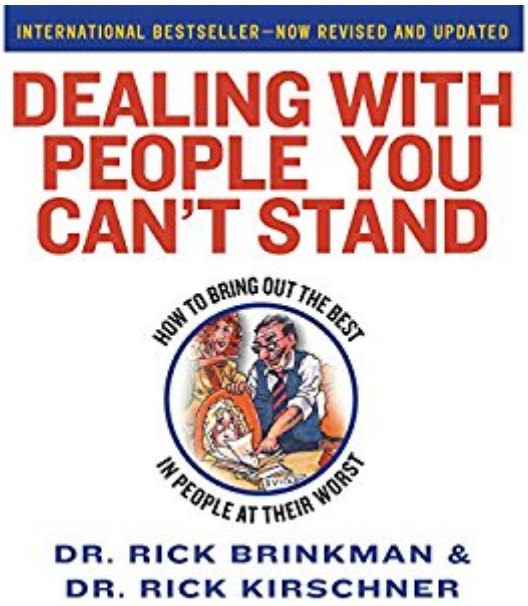
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Dealing With People You Can't Stand: How To Bring Out The Best In People At Their Worst



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Synopsis

With their 1994 international bestseller, Drs. Rick Brinkman and Rick Kirschner armed a civility-starved world with no-nonsense strategies for dealing with difficult people with tact and skill. Since then, the world has changed dramatically: technology designed to bring people closer together has only made it that much harder to avoid "people you can’t stand." At best, such people can make life stressful and unpleasant. At worst, they can keep you from achieving important goals. The good news is that you don’t have to let them do either! It’s fully within your power to bring out the best behavior in people who are at their worst. From this one-of-a-kind guide, you’ll learn: How to identify 10 bothersome behaviors, and deal successfully with each of themHow difficult people think, what they fear, and why they act the way they do. How to use advanced, sophisticated "listening techniques" to unlock the doors to people’s minds, hearts, and deepest needsHow to cultivate nine "take-charge" skills that turn conflict into cooperation by reducing the differences between people * How to change the destructive behavior of the tank...the know-it-all...the grenade...the whiner...and many more! Updated and revised for the digital age, this new edition of Brinkman and Kirschner’s bestselling guide, available in audio for the first time, shows readers how to successfully combat the whiners, grenades, tanks, snipers, close-talkers, pedants, and other rude, crude, and inconsiderate people who can ruin your day at work, in stores, on the street, in restaurants, at the movies, in waiting rooms, by fax, phone, and E-mail, and online.

Book Information

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Customer Reviews

One of the best books out there for giving guidance dealing with difficult people. The book is concisely written with a summary at the end of each chapter so you can quickly remember what you read for dealing with each type of difficult personality. There is a lot of bonus material such as chapters dealing with basic communication skills, guidance to phone conversations, guidance to emails correspondence, and guidance for changing your own attitude. I just wish I read this book 20 years ago since the people who appear most successful in our society seem to have the best people skills as opposed to technical skills.

Don’t get stuck on the tittle. This guide is an outstanding solution to effectively communicate with people of different personalities. Additionally, it ends with tips on electronic and phone communication. I refer back to the book often, and I have given out three copies. It is part of the U.S. Navy’s recommended reading list.

Extremely practical. The author gives you specific words and phrases to use in specific situations. I checked it out of the library and quickly realized I needed to own a copy.

This book’s lessons are comprehensive and easily absorbed, which has made it a very useful resource over the years. Whenever I come up against someone with behaviors...outside the norm, I can easily associate it with the types illustrated in the book and respond accordingly. The fact is, the recommendations in this book WORK, and that’s all I can ask for.

I got this book to identify the things I personally do that upset people and to help my spouse handle me when I am in a meltdown. It was an excellent read with great tips. I will say it is aimed more for coworker situations than family situations (like a mother in law), but it was definitely worth buying.

I LOVE this book. Bought it for class and have learned so much about how to deal with my family members and people in the work place.

Not every tip in here is really applicable, but you get a lot of good insights into people. Easy read, keeps you entertained, not like reading a textbook.

This book is so right on I bought another copy for coworker, we go around the office identifying the different types of difficult people. Really helpful to any person in any environment where other

people are around

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