



Dealing with People You Can't Stand,: How to Bring Out the Best in People at Their Worst (Revised and expanded 3rd ed)

By Rick Brinkman, Rick Kirschner

McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, Dealing with People You Can't Stand,: How to Bring Out the Best in People at Their Worst (Revised and expanded 3rd ed), Rick Brinkman, Rick Kirschner, The classic guide to bringing out the best in people at their worst - updated with even more can't-standable people! Dealing with People You Can't Stand has been helping good people deal with bad behaviour in a positive, professional way for nearly two decades. Unfortunately, as the world becomes smaller and time more compressed, new difficult people are being made all the time. So Kirschner and Brinkman have updated their global bestseller to help you wring positive results from even the most twisted interactions you're likely to experience today. Learn how to get things done and get along when you're dealing with people who have the uncanny ability to sabotage, derail, and interfere with your plans, needs, and wants. Learn how to: use sophisticated listening techniques to unlock the doors to people's minds, hearts, and deepest needs Apply "take - charge" skills that turn conflict into cooperation by reducing the differences between people Transform the destructive behavior of Tanks, Snipers, Know - It -...



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This book is great. it was written quite flawlessly and helpful. You will not truly feel monotony at whenever you want of your time (that's what catalogs are for concerning if you ask me).

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