



## Perfect Phrases for Dealing with Difficult Situations at Work: Hundreds of Ready-to-use Phrases for Coming Out on Top Even in the Toughest Office Conditions

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By Susan Benjamin

McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, Perfect Phrases for Dealing with Difficult Situations at Work: Hundreds of Ready-to-use Phrases for Coming Out on Top Even in the Toughest Office Conditions, Susan Benjamin, This book provides the right phrase for every situation every time. No matter how much you love your job, you will inevitably run into difficult situations on the job that test your ability to keep your cool. Written by the author of "Perfect Phrases for Dealing with Difficult People", this handy reference of ready-to-use phrases will help you avoid disasters, steer clear of sticky circumstances with coworkers, and leave you in control. If you're asked to give an impromptu presentation or you accidentally send a personal e-mail to your boss, you'll have the best words for every situation, including: handling criticism and being heard criticizing; picking up the ball when someone else has dropped it; getting credit for your project when an associate takes the praise; and deflecting a flirtatious client or coworker. Filled with phrases for every mistake, mix-up, and mishap, this guide will become your best friend in the workplace. There are no difficult situations when you have "Perfect Phrases."



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