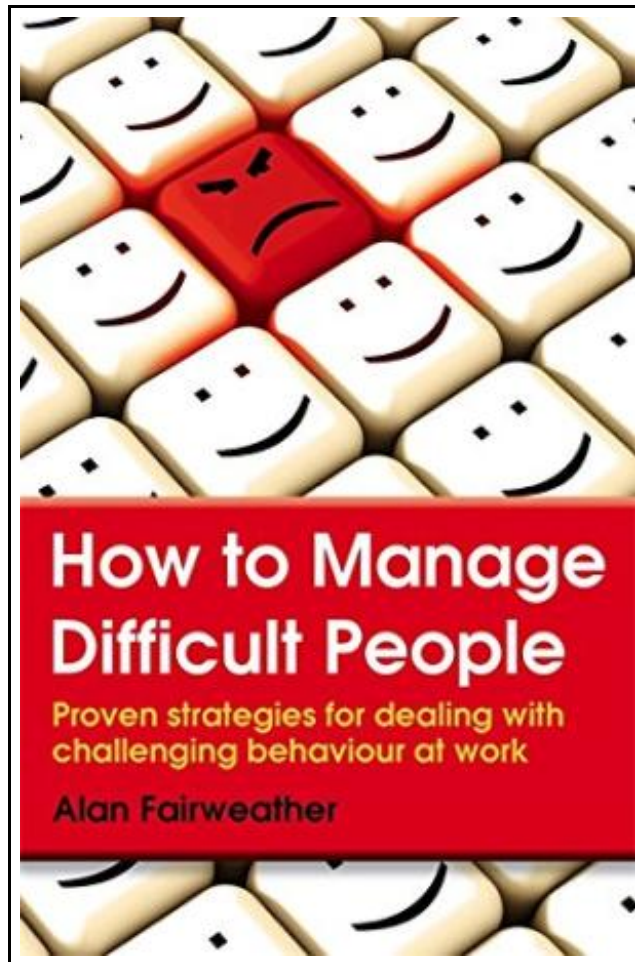


How to Manage Difficult People: Proven strategies for dealing with challenging behaviour at work



Filesize: 6.52 MB

Reviews

Merely no terms to spell out. We have read through and i also am confident that i will gonna read yet again again in the future. You will not sense monotony at anytime of your own time (that's what catalogs are for about should you question me).

(Pasquale Larkin I)

HOW TO MANAGE DIFFICULT PEOPLE: PROVEN STRATEGIES FOR DEALING WITH CHALLENGING BEHAVIOUR AT WORK



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Little, Brown Book Group. Paperback. Book Condition: new. BRAND NEW, How to Manage Difficult People: Proven strategies for dealing with challenging behaviour at work, Alan Fairweather, Dealing with difficult people - from awkward customers at work to irritating neighbours at home - is a challenge many people face on a day-to-day basis. This book will show you how to: - Defuse and deal with difficult customers, both on the phone and face to face; - Manage problems with colleagues in the workplace, including a manipulative boss; - Handle difficult day-to-day interactions with any people we come into contact anywhere; - Identify and manage behaviours which can turn a person into a 'problem'; Improve necessary listening and communication skills; - Increase self confidence and develop rapport building skills. This book contains some proven techniques for managing yourself as well as managing difficult people. If you gain a better understanding of yourself, build your confidence and use these techniques, then you'll make your life a whole lot easier.



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