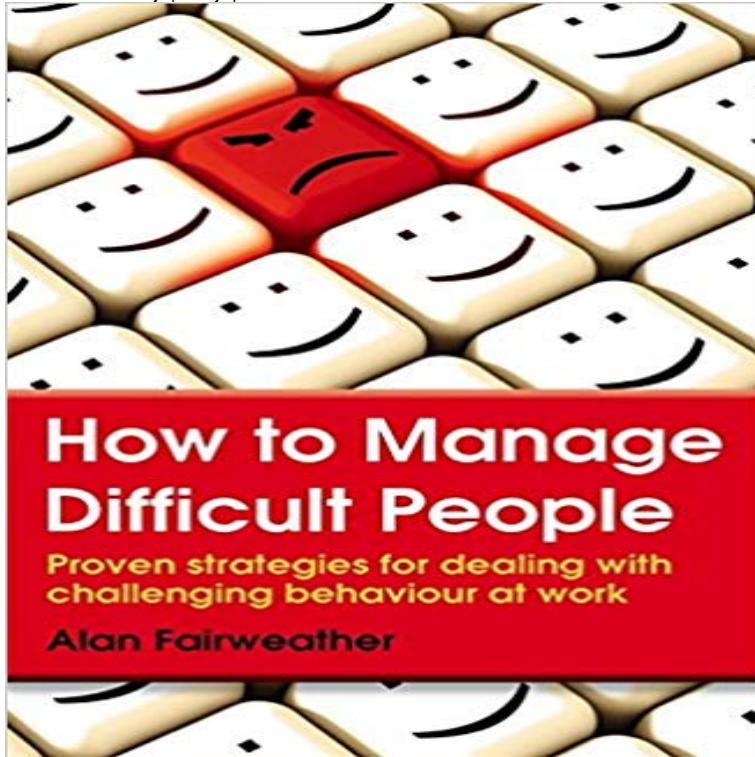


How to Manage Difficult People: Proven strategies for dealing with challenging behaviour at work



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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