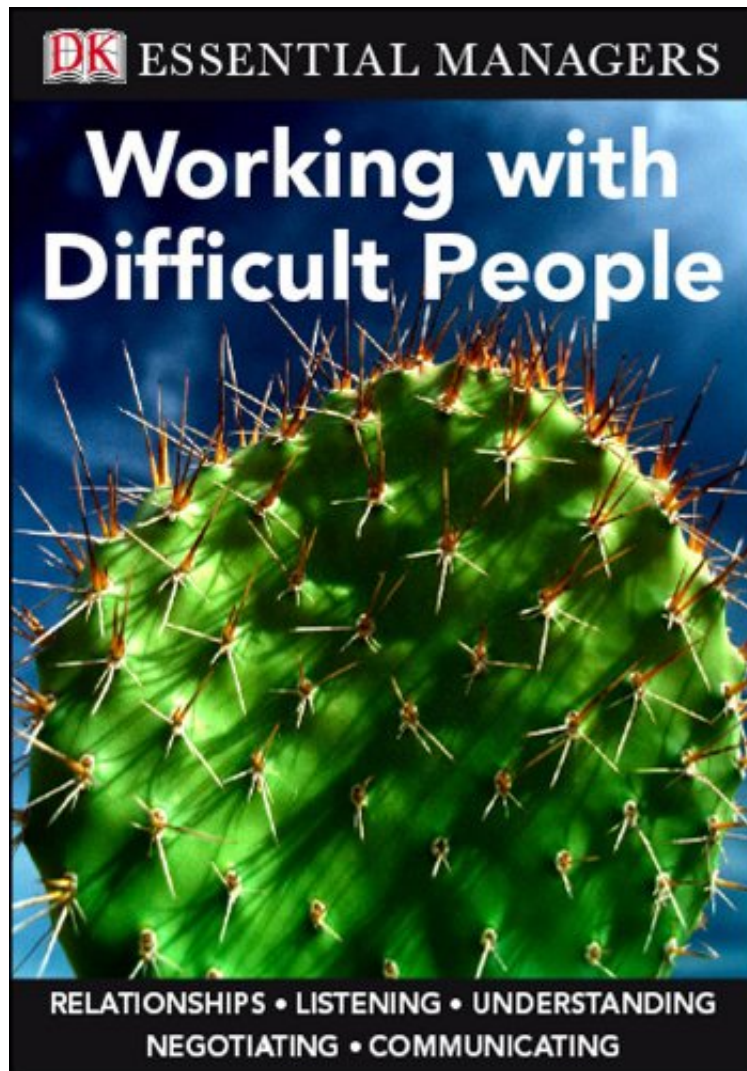


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DK Essential Managers: Working with Difficult People

Raphael Lapin

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Raphael Lapin : DK Essential Managers: Working with Difficult People before purchasing it in order to gauge whether or not it would be worth my time, and all praised DK Essential Managers: Working with Difficult People:

1 of 1 people found the following review helpful. Don't leave home without itBy Corey FeldmanThis is a book that you will want to carry with you where ever you go. If you have a minute while waiting in line at the grocery store or waiting to get your oil changed this is a great book to have. Very user friendly with excellent tips, case studies, and charts. Well organized into four chapters and divided into 28 sections. This book will no doubt help you learn more about yourself and other people. Raphael Lapin clearly knows what he is talking about when it comes to communicating, negotiating and managing the difficult person. "Working with Difficult People" is a guide to get the most out of your relationships in all areas of your life. This is an essential read for managers or anyone that has to deal

with people on a regular basis. I found so many things helpful like the section on "saying no" and "avoiding email conflict". This is a true gem.0 of 0 people found the following review helpful. Great book!By Donna Bostici am learning alot and the shipment arrived quite quickly!! Happy I got this book from the company and it prove my communication skills7 of 7 people found the following review helpful. Terrific, user-friendly, practical adviceBy Judy GruenThis wonderful little book packs so much brilliant advice it is a must-read for anyone engaged at times with difficult people -- and who isn't? Whether you are a supervisor or business owner, an employee, or just someone who doesn't live alone up on a mountaintop, you will benefit from learning how to deal with pesky people problems.Lapin cuts to the chase and explains, in bite-size, clearly written paragraphs, how to transform confrontation into collaboration, with specific tips (i.e., suspend judgement, ask relevent questions). Other sections teach how to communicate and listen effectively, build trust, defuse turf wars, and deal with a host of difficult behaviors, from dishonesty, motor mouths, negativity, and combativeness.The book's super short case studies, key points, and engaging graphics help underscore the essential takeaway tips on every topic covered.In an age when we are all too busy to read rambling treatises, "Working with Difficult People" is incredibly refreshing, with no words wasted.

Working With Difficult People gives you the tools and techniques to communicate with those with whom you don't see eye to eye. Learn the art of patience to compromise and negotiate to get what you want.