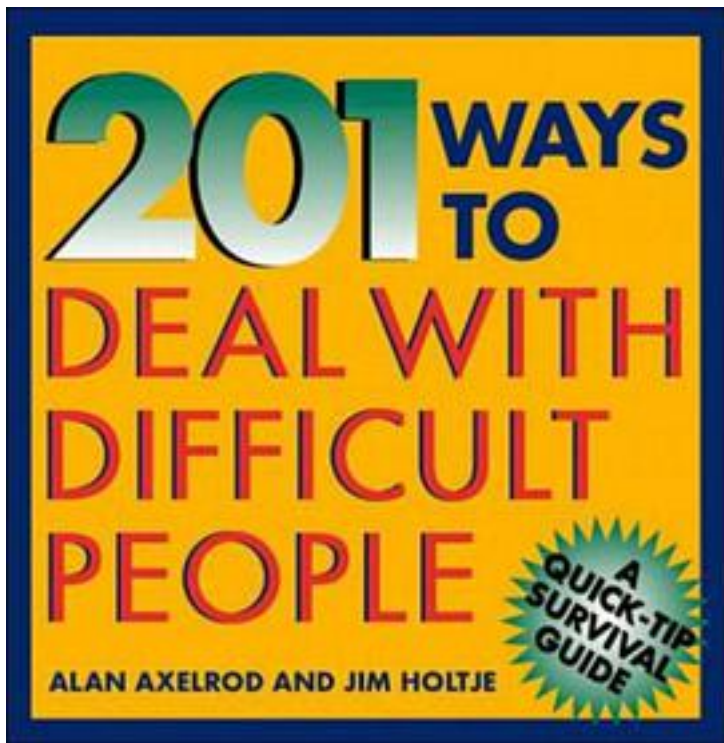


201 Ways to Deal with Difficult People



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出版者:McGraw-Hill

出版时间:1997-5

装帧:Pap

isbn:9780070062184

Hours. There aren't enough of them. Succeeding in business has always been tough. These days, it's downright brutal. What do you need most? All the help you can get. What do you need even more? Time. "The Quick-Tip Survival Guide"s put the two together, giving you all the help you need - without taking all the time you have. Focusing on the personal and interpersonal skills crucial to success, the "Quick-Tip Survival Guides" mine and refine the nuggets of essential business know-how: time-tested truths, as well as savvy from the cutting edge. "201 Ways to Deal with Difficult People" looks at real-world situations you face every day and provides

no-nonsense strategies for turning close encounters of the worst kind into civil, sane, productive, and profitable exchanges.

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