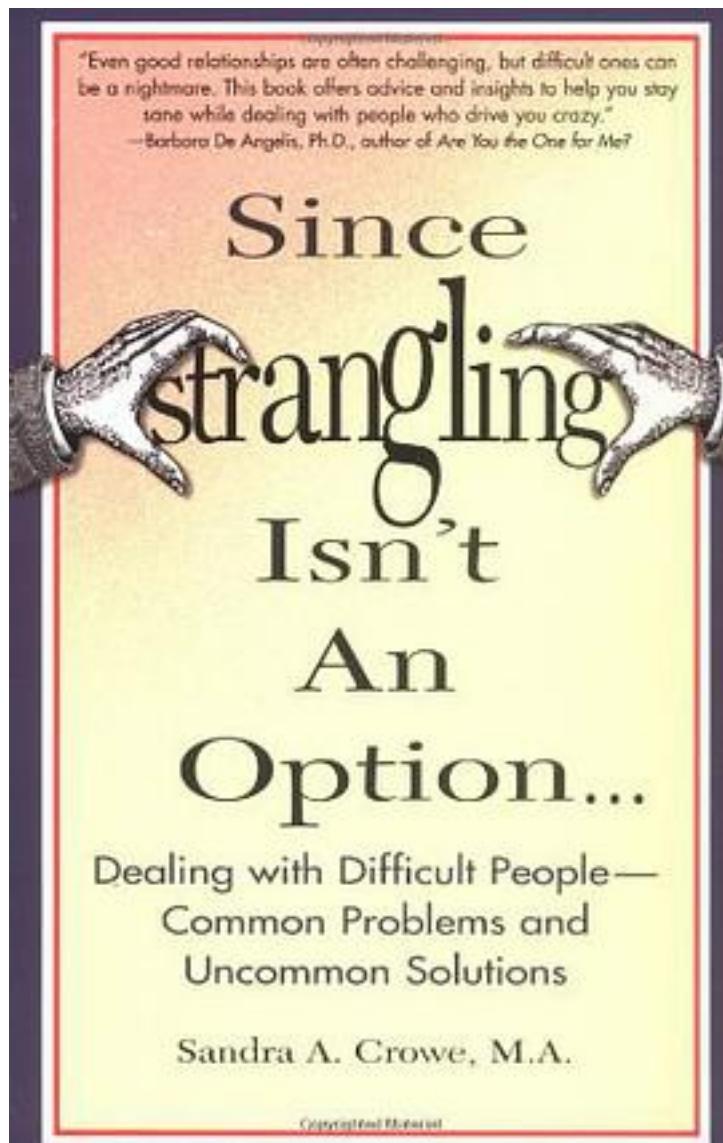


Since Strangling Isn't an Option...



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"God knows we need help in how to deal with difficult people. Let Sandra Crowe be your earthly guide." --Ken Blanchard, co-author of The One-Minute Manager

Do certain people have you gritting your teeth, biting your tongue, and (metaphorically, at least) banging your head against the wall? Do you feel like you're expending too much energy either engaging in conflict or desperately trying to avoid it? There really are better, easier ways to deal with difficult people--and this refreshing, realistic guide will show it to you. * Why dealing with a difficult person doesn't have to ruin your day * The habits that cause continued conflict--and the techniques that can turn things around * How developing an "attitude of gratitude" can smooth the way * Specific approaches for specific personality types--the snake, the donkey, the hyena, and more

"Even good relationships are often challenging, but difficult ones can be a nightmare. This book offers others advice and insights to help you stay sane while dealing with difficult people." --Barbara DeAngelis, author of Are You the One For Me?

"This book shows you how to defuse the negative aspects of another's behavior and be more effective in every situation." --Brian Tracy, author of Maximum Achievement

- * A lighthearted, anger-free approach to a frustrating problem
- * Includes self-quizzes and exercises
- * The author's company specializes in lectures and workshops in enhancing communication (www.piupont.com)
- * Endorsements from Ken Blanchard, Brian Tracy and Barbara DeAngelis

作者介绍:

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