

Working with Difficult People



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出版者:

出版时间:2009-10

装帧:

isbn:9781405336864

This is a practical, pocket-sized guide to working with difficult people which will give you the information and skills to succeed. Find out how to work with difficult people. You'll learn to identify the reasons why staff may be causing problems, communicate effectively and negotiate conflict. Tables, illustrations and 'In Focus' features on what to do in a particular situation, plus real-life case studies demonstrate how to deal with all kinds of problems and find effective solutions. Read it cover-to-cover, or dip in and out of topics for quick reference.

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