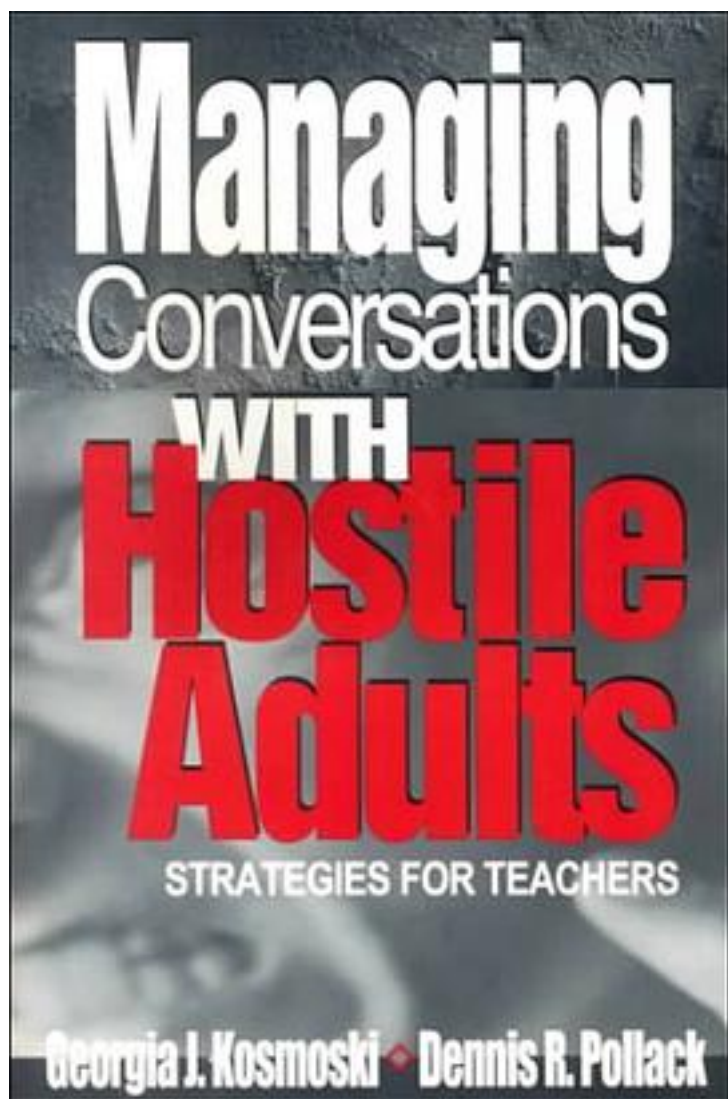


# Managing Conversations With Hostile Adults



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Based on an in-depth study of over 250 actively practicing teachers and certified school support professionals, this book identifies and explains the 15 most effective strategies an educator can use in order to diffuse hostile conversations with adults. The authors present a variety of stressful confrontations: from curbing the school gossip and dealing with public humiliation, to surviving a false sexual accusation and neutralizing encounters with out-of-control individuals under the influence of drugs and/or alcohol.

作者介绍:

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