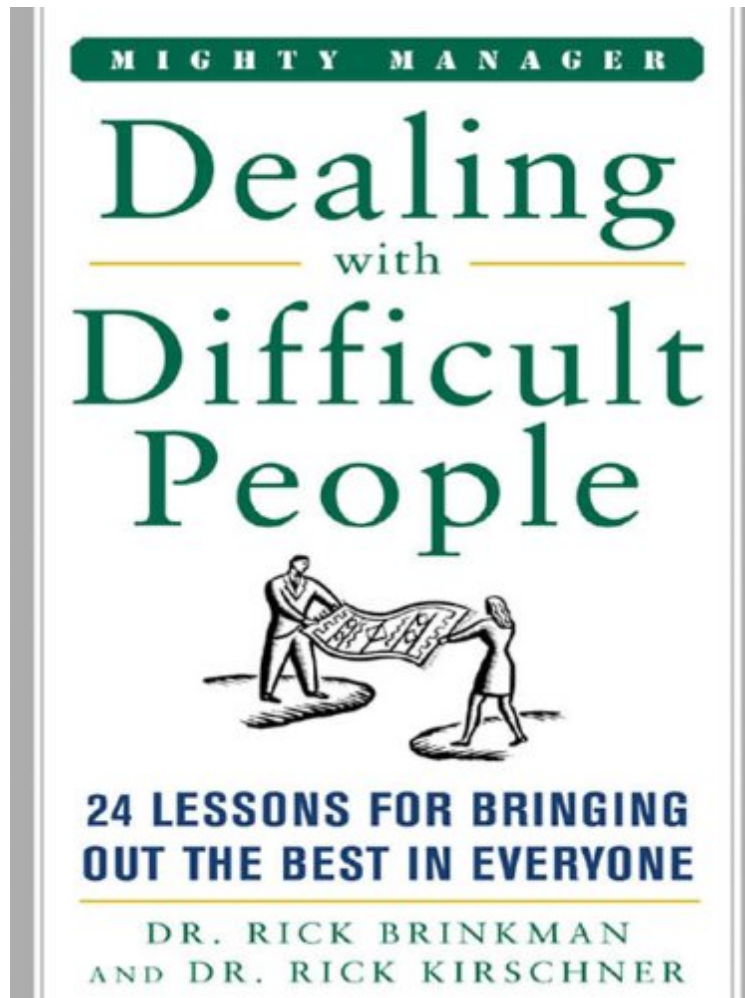


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Dealing With Difficult People

Dr. Rick Brinkman, Richard Kirschner
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Dr. Rick Brinkman, Richard Kirschner : Dealing With Difficult People before purchasing it in order to gage whether or not it would be worth my time, and all praised Dealing With Difficult People:

0 of 0 people found the following review helpful. Four StarsBy Alfonso KaiserNone0 of 0 people found the following review helpful. pretty good overallBy Bella PrinceThis is well-written and actually breaks down actions/observable behavior into categories. While I understand human beings are complex and variable, and behavior isn't so singular, the author tries to help us understand underlying motivators for particular behaviors. In this sense, we can extrapolate certain character traits based on some easily detectable behaviors and have a mindset on working with these "types".0 of 0 people found the following review helpful. Excellent resource. Skips the fluff and gets right to ...By JennaExcellent resource. Skips the fluff and gets right to the point. Gives strategies and actual phrases to use. Worthy workplace tool.

Explains how to: Identify 10 bothersome behaviors and deal successfully with each of them Understand why people become difficult Use sophisticated techniques to neutralize whining, negativity, attacks, tantrums and more Cultivate the nine "take-charge" skills that prevent people from becoming difficult

From the Back Cover Learn how to disarm problem people, find common ground, and turn conflict into cooperation In the last decade, technology has spawned a whole new breed of annoyances. From cell-phone chatters to email spammers to voice-mail hogs, life is now increasingly filled with even more difficult people. At best, such people make life stressful and unpleasant. At worst, they can keep you from achieving important goals. But it's fully within your power to bring out the best behavior in people who are at their worst. The proven, innovative approach in *Dealing with Difficult People* will help you to: Identify 10 bothersome behaviors and deal successfully with each of them Understand why people become difficult Use sophisticated techniques to neutralize whining, negativity, attacks, tantrums and more Cultivate the nine "take-charge" skills that prevent people from becoming difficult There's no reason to let unpleasant people get in the way of your performance in the workplace or in your life. With the help of these effective approaches to understanding and circumventing disruptive and annoying behavior, you can overcome the obstacles posed by difficult people in every phase of your life. Difficult people are a fact of life. They blame, barrel over, whine, run away, or explode without notice. And the more you try to work with them, the harder they seem to work to screw up your plans. The first step in learning how to work with problem people is to discover what makes them tick. *Dealing with Difficult People* explains where difficult people are coming from, and provides you with specific action steps you can take to neutralize their assaults and work successfully with them. Written by Dr. Rick Kirschner and Dr. Rick Brinkman, who teamed up more than 25 years ago to promote the health and well being of individuals, teams, and companies by empowering them with good communication skills, this entertaining and enlightening guidebook details: The four general intents that determine how people will react in any situation, and how to use them to understand the roots of a conflict Blending skills for reducing differences between yourself and a problem person Redirecting skills for using a growing rapport to change the trajectory of a problem interaction Personal techniques, from body posture to voice volume, for influencing behavior The 10 strategies for the 10 most difficult behaviors Projection strategies to motivate problem people to recognize their issues and change themselves Your life is filled with people who frustrate you, enrage you, and battle with you every step of the way as you work to achieve your project and career goals. It's time you stopped fighting on their terms. *Dealing with Difficult People* gives you an innovative and psychologically sound program for understanding and working with all types of people, not matter how destructive their behaviors, by proactively using their own internal drivers to disarm them and create more productive interactions. About the Author Dr. Rick Kirschner and Dr. Rick Brinkman are two of the world's most influential, and entertaining, communication and life management experts. Licensed holistic physicians, they have appeared on hundreds of television and radio programs and been featured in more than 200 newspapers, including the *Wall Street Journal*. "The Two Ricks" are coauthors of the bestselling audio and video tapes *How to Deal with Difficult People*, *Telecare*, and others, along with the bestselling books *Dealing with People You Can't Stand*, *Dealing with Relatives*, *Life by Design*, and *Love Thy Customer*. Their unique seminars and video training products have garnered rave reviews from clients including IBM, ATT, LucasFilm, Quaker Oats, the U.S. Army, and numerous other organizations.