



## Dealing with Difficult People : 24 lessons for Bringing Out the Best in Everyone

By Dr. Rick Brinkman, Dr. Rick Kirschner, Rick Brinkman, Rick Kirschner

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Specific strategies for understanding the 10 types of problem people and influencing them to adopt positive behaviors.

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*By Dr. Rick Brinkman, Dr. Rick Kirschner, Rick Brinkman, Rick Kirschner*

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## **Editorial Review**

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, no matter how destructive their behaviors, by proactively using their own internal drivers to disarm them and create more productive interactions.

## About the Author

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## Users Review

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#### **Eddie Bussell:**

This book untitled Dealing with Difficult People : 24 lessons for Bringing Out the Best in Everyone to be one of several books which best seller in this year, this is because when you read this book you can get a lot of benefit into it. You will easily to buy this kind of book in the book store or you can order it via online. The publisher of the book sells the e-book too. It makes you more readily to read this book, since you can read this book in your Smartphone. So there is no reason to your account to past this publication from your list.

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#### **Vincent Humphreys:**

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#### **Donna Muniz:**

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