



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

By Dr. Rick Brinkman

McGraw-Hill Education - Europe. Paperback. Book Condition: new. BRAND NEW, Dealing with Difficult People: 24 Lessons for Bringing Out the Best in Everyone, Dr. Rick Brinkman, "Dealing with Difficult People" provides specific strategies and actions you can take to understand difficult people, recognize why they act the way they do, and influence them to change their behavior toward the positive. Written by Doctors Rick Brinkman and Rick Kirschner, today's most respected authorities on the subject, this concise and results-driven guide will tell you everything you need to know about: forces that compel people to be difficult; how to listen to understand - and speak to be understood; the essential skills of blending and redirecting; and, the ten most unwanted behaviors.



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