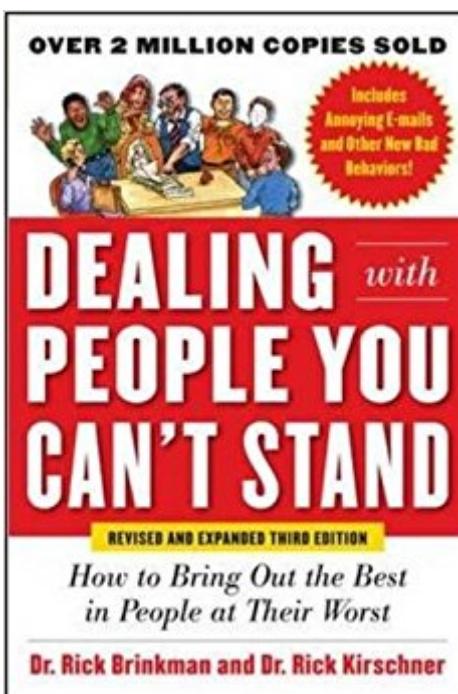


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# Dealing With People You Can't Stand, Revised And Expanded Third Edition: How To Bring Out The Best In People At Their Worst (Business Books)



## Synopsis

The classic guide to bringing out the best in people at their worst—now updated with even more can't-standable people! *Dealing with People You Can't Stand* has been helping good people deal with bad behavior in a positive, professional way for nearly two decades. Unfortunately, as the world becomes smaller and time more compressed, new difficult people are being made all the time. So Kirschner and Brinkman have updated their global bestseller to help you wring positive results from even the most twisted interactions you're likely to experience today. Learn how to get things done and get along when you're dealing with people who have the uncanny ability to sabotage, derail, and interfere with your plans, needs, and wants. Learn how to: Use sophisticated listening techniques to unlock the doors to people's minds, hearts, and deepest needs Apply "take-charge" skills that turn conflict into cooperation by reducing the differences between people Transform the destructive behavior of Tanks, Snipers, Know-It-Alls, Whiners, Martyrs, Meddlers, and other difficult types of people Whether you're dealing with a coworker trying to take credit for your work, a distant family member who knows no personal bounds, or a loud cell phone talker on line at the grocery store, *Dealing with People You Can't Stand* gives you the tools for bringing out the best in people at their worst.

## Book Information

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## Customer Reviews

Dr. Rick Kirschner and Dr. Rick Brinkman are naturopathic physicians, professional speakers, and trainers.

One of the best books out there for giving guidance dealing with difficult people. The book is concisely written with a summary at the end of each chapter so you can quickly remember what you read for dealing with each type of difficult personality. There is a lot of bonus material such as chapters dealing with basic communication skills, guidance to phone conversations, guidance to emails correspondence, and guidance for changing your own attitude. I just wish I read this book 20 years ago since the people who appear most successful in our society seem to have the best people skills as opposed to technical skills.

Don't get stuck on the title. This guide is an outstanding solution to effectively communicate with people of different personalities. Additionally, it ends with tips on electronic and phone communication. I refer back to the book often, and I have given out three copies. It is part of the U.S. Navy's recommended reading list.

Extremely practical. The author gives you specific words and phrases to use in specific situations. I checked it out of the library and quickly realized I needed to own a copy.

This book's lessons are comprehensive and easily absorbed, which has made it a very useful resource over the years. Whenever I come up against someone with behaviors...outside the norm, I can easily associate it with the types illustrated in the book and respond accordingly. The fact is, the recommendations in this book WORK, and that's all I can ask for.

I got this book to identify the things I personally do that upset people and to help my spouse handle me when I am in a meltdown. It was an excellent read with great tips. I will say it is aimed more for coworker situations than family situations (like a mother in law), but it was definitely worth buying.

I LOVE this book. Bought it for class and have learned so much about how to deal with my family members and people in the work place.

Not every tip in here is really applicable, but you get a lot of good insights into people. Easy read, keeps you entertained, not like reading a textbook.

This book is so right on I bought another copy for coworker, we go around the office identifying the different types of difficult people. Really helpful to any person in any environment where other people are around

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