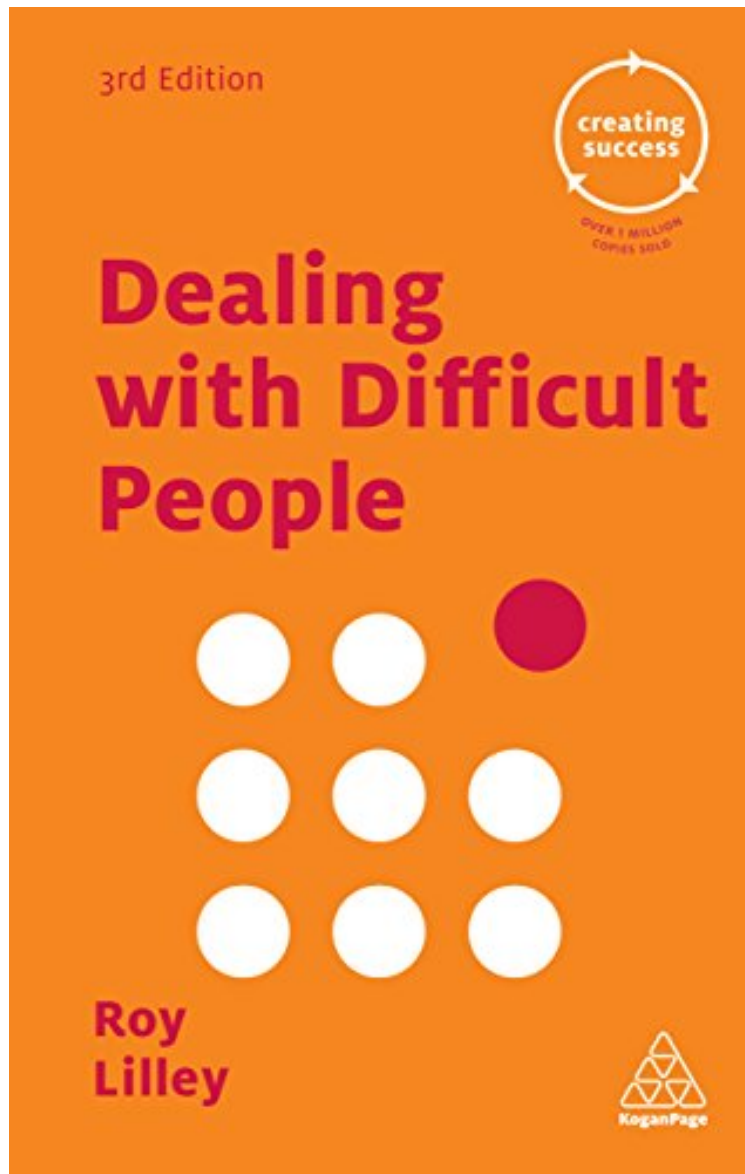


Dealing with Difficult People (Creating Success)

Roy Lilley

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Roy Lilley : Dealing with Difficult People (Creating Success) before purchasing it in order to gage whether or not it would be worth my time, and all praised Dealing with Difficult People (Creating Success):

0 of 0 people found the following review helpful. HelpfulBy DarrenIngram_dot_comA simple concept presented in a simple guide, namely how to deal with difficult people in whatever situation you may encounter them. It might even help your marriage survivehellip;The author sets out in a fairly easy-to-understand way to explain what makes some people difficult and how you can tone down their aggression, bluntness or plain unpleasantness. No miracle cure can

be offered but you learn techniques to overcome this, if not necessarily enabling you to turn the other cheek. Maybe, if you are honest, some of the advice could equally be deployed to make you a better person and who, at times, is not a little grumpy, sour or stressed? Physician heal thyself! This is a revised (third edition) of a book that has provided help to the anguished for many a year. There is no shame in buying this book either as you are not admitting a weakness. On the contrary, it may even be a positive attribute that you can deal with the grumpy, rude or curt where others fail. You may not be able to change the target but you may be able to neutralise their negative effects. The reader gets as much out of this book as they wish to. Some may read it cover-to-cover, repeatedly. Others will dip in and out, viewing it as a bit of an emergency reference guide. The book will work both ways. The author delivers good advice with an authoritative, informed tone whilst allowing humour to shine through. You need to keep a sense of humour about you, after all. It may even be fair to say that you don't need to believe that you have a problem dealing with people to benefit from this book. Getting greater insight into what makes some people tick can be a valuable benefit in any case. The chapters are short but sweet. A good book to pick up for a few minutes every so often. An ideal commuting or bathroom companion even! There's nothing more to say. A valuable source of information whether you necessarily need it or not. Worthy of closer consultation and a form of pre-emptive insurance if nothing else. 0 of 0 people found the following review helpful. Terrible. A complete waste. By TFK The book starts out "ok". It puts things in perspective. It presents critical concepts such as "who are difficult people?" and allows you to inspect the idea "are they really difficult?". That's a great place to start. Unfortunately the book goes nowhere after that. We are not presented with principals or foundational concepts that help us in dealing with people. Instead, the author chose to cram 100+ pages full of useless tips, hints, bad humor and unsubstantiated claims. The book is basically a huge list of "do", "don't" and "If bad guy says X. You say Y". It doesn't work like that. Not in my experience at least. Books like "7 Habits" do a much better job in helping you deal with difficult people without even directly touching on the subject. That's the kind of material I'd put my money on.

Dealing with Difficult People will help you navigate the bullies, nit-pickers, manipulators and complainers who drive you mad at work. With example dialogue, techniques and tips, it will help you avoid horrible situations and keep your cool. By understanding the motives and individual behaviours of difficult people, you can learn to manage aggression, reduce awkwardness and remain the better person. This third edition of the best-selling Dealing with Difficult People provides the tools and techniques you need to get the best out of the worst, including how to deal with difficult customers, dealing with difficult people in the digital sphere, advice on beating bullies at their own game and how to deal with a boss who drives you barmy. The creating success series of books... With over one million copies sold, the hugely popular Creating Success series covers a wide variety of topics and is written by an expert team of internationally best-selling authors and business experts. This indispensable business skills collection is packed with new features, practical content and inspiring guidance for readers across all stages of their careers.

About the Author