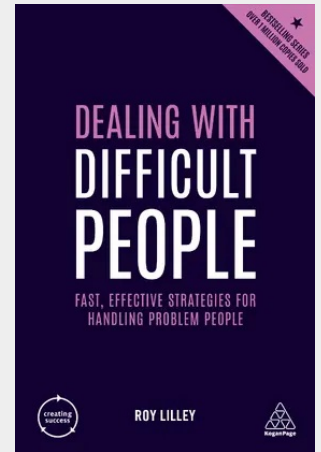


Lilley

Dealing with Difficult People

Fast, Effective Strategies for Handling Problem People

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. Updated for 2019, this 4th edition of the best-selling **Dealing with Difficult People** features practical exercises, useful templates, and top tips 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*. Unlock vital skills, power up your performance and get ahead with the bestselling *Creating Success* series. Written by experts for new and aspiring managers and leaders, this million-selling collection of accessible and empowering guides will get you up to speed in no time. Packed with clever thinking, smart advice and the kind of winning techniques that really get results, you'll make fast progress, quickly reach your goals and create lasting success in your career.



37,50 €

35,05 € (zzgl. MwSt.)

Nicht mehr lieferbar

Artikelnummer: 9780749498795

Medium: Buch

ISBN: 978-0-7494-9879-5

Verlag: Kogan Page Ltd

Erscheinungstermin: 03.06.2019

Sprache(n): Englisch

Auflage: 4. Revised Auflage 2019

Serie: Creating Success series

Produktform: Gebunden

Gewicht: 400 g

Seiten: 160

Format (B x H): 224 x 149 mm

