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in this exercise. ___ Customer ___ Supervisor ___ Coworker ___ Direct report ___ Other _____ 2. A
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Powerful Phrases for Dealing with Difficult People

With Powerful Phrases for Dealing with Difficult People, anyone can confront problems head-on, before they fester and spread. Practical and easy to use, the book helps you identify button-pushing situations and deploy simple phrases to regain control and resolve conflicts no matter who you're dealing with. Helpful features include:

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Incompetent, lazy, spotlight-hogging, whiny, backstabbing, avoidant- there's no end to the personality challenges that impede workplace relationships. But interacting effectively with employees, colleagues, and bosses is essential for success. With Powerful Phrases for Dealing with Difficult People

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