



## 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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### Reviews

*This publication is indeed gripping and intriguing. It is actually written in basic terms and not difficult to understand. I am just pleased to explain how here is the greatest publication we have read through during my own lifestyle and could be the best pdf for at any time.*

-- **Ervin Crona**

*This sort of book is almost everything and helped me looking in advance and much more. Yes, it can be enjoyed, nevertheless an amazing and interesting literature. It's been written in an extremely simple way which is simply right after I finished reading this publication through which in fact altered me, alter the way I really believe.*

-- **Lizeth Witting**