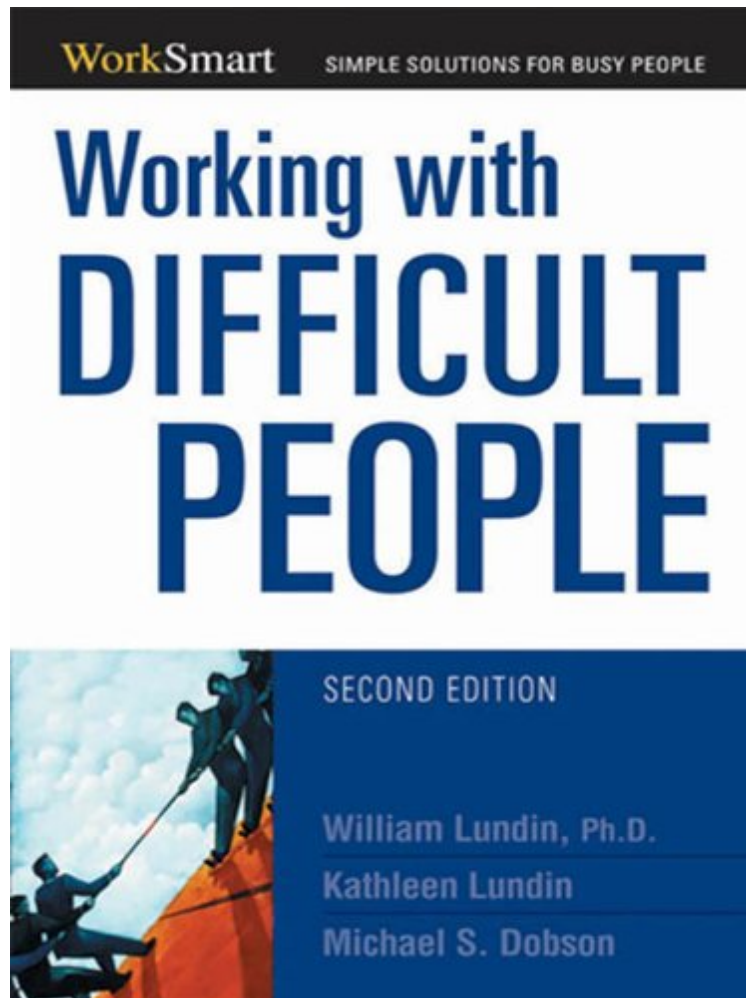


(Mobile ebook) Working with Difficult People (Worksmart)

## Working with Difficult People (Worksmart)

*Michael Singer Dobson, William Lundin, Kathleen Lundin*  
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### **Michael Singer Dobson, William Lundin, Kathleen Lundin : Working with Difficult People (Worksmart)**

before purchasing it in order to gage whether or not it would be worth my time, and all praised Working with Difficult People (Worksmart):

0 of 0 people found the following review helpful. The book does not have anything that will enhance your ...By CustomerThe book does not have anything that will enhance your handling of difficult people skills. product definitely not fulfill expectations what the product name suggests.1 of 1 people found the following review helpful. Slightly more than common sense in a sincere work environmentBy Frugal BuyerSimilar to the other reviewer I feel this book is slightly more than common sense, though with the caveat that in an insincere and possibly aggressive work environment the tips given here may not work but require more subversive social tactics. It is a good book for someone who comes across people who are just being misunderstanding or hard to get along with. But for someone who has a purposeful bone to pick with you, this book Will Fall Short. At best it will at least tell you that you are

doing the right thing, even if someone else you work with is not. 1 of 1 people found the following review helpful.  
Logical teaching format  
By Willa Heart  
Everyone knows someone that is difficult to work with. Students easily learned the personality nuances and techniques to deal with them. The lessons help you learn that you don't have to fix the problem person. You only have to learn how to deal with them.

Mastering the ability to handle difficult people and disruptive behaviors has always been a critical career skill. Working with Difficult People defines nine fundamental types of difficult people and gives readers a complete system for opening lines of communication, resolving differences, and avoiding office headaches. Readers will learn how to: understand their own reactions to different kinds of difficult people; explore the interrelationship between themselves and the problematic employee; practice healthier responses to those who make their lives miserable. This revised edition includes an action plan for preparing for encounters and confrontations as well as all-new verbal self-defense tips, guidance on how to master power dynamics, and ways to differentiate between situational issues and psychological ones. Packed with new, updated information, this is an indispensable guide for dealing with the most difficult people in the workplace.

"hellip; handy tool to help managers deal with these difficult employees... quick read and is easy to follow hellip; a useful guide for novice managers hellip; and hellip; to a seasoned manager. rdquo; -- Aorn Journal About the Author  
William Lundin, Ph.D. and Kathleen Lundin are the authors of When Smart People Work for Dumb Bosses. They live in Whitewater, Wisconsin. Michael S. Dobson is a consultant and popular seminar leader in communications, personal success, and project management. He is the president of his own consulting firm whose clients have included Calvin Klein Cosmetics and the Department of Health and Human Services. He is the author of several books including Managing Up. He lives in Bethesda, Maryland.  
Excerpt. copy; Reprinted by permission. All rights reserved.  
INTRODUCTION Which of these statements do you agree with? Difficult people . . . Make my life miserable. Reduce my morale. Get me angry. Deplete my energies. Make me feel helpless. Ruin a good thing. Make me scream. Affect my productivity. Waste my time. Are insidious. And that may be only the beginning. Dealing with someone else's irritating behavior can really waste your time and sap your energy. For many of us, dealing with the stress and frustrations of other people has become so commonplace that it is considered normal mdash; the way things are. Well, things don't have to be difficult. You can do something positive about difficult people in your workplace. This book will show you how to remake your attitude and behavior. The difficult person will still be there, but you will be less of a target. You, not the other person, will be in charge of the interaction. The spread of restructuring and downsizing has increased the amount of stress most employees have to cope with today because their future is less certain than it was in the past. And at the same time, employers are asking workers to produce more than ever before, with fewer people to share the workload. It's no wonder that people are becoming difficult to deal with. What have you noticed in your own workplace? Are your coworkers becoming touchier? More easily angered? More suspicious? Are they on edge? This state of affairs is all too common, perhaps the unavoidable result of the rapid rate of change in today's workplace and society in general. In this unsettled environment, knowing how to handle difficult people and their disruptive behavior is one of the most important skills you can have. It will help you become a more valuable employee and a more self-reliant person. By mastering the techniques set out in this book, you will increase both your energy and optimism. You'll see how to overcome the hurdles thrown down by difficult people and how to develop skills that can enrich both your work and private life.  
HOW THIS BOOK WILL HELP YOU DEAL WITH DIFFICULT PEOPLE Some people are and always will be difficult; their irritating behavior is fixed deep within their personalities. Others mdash; in fact, most people mdash; are upsetting to us only from time to time. But unless you know the person very well, it's not easy to recognize the difference mdash; whether the annoying behavior is deep-seated or mostly situational mdash; nor should you try. Your concern is how to handle disruptive behavior by getting a fresh fix on your own attitudes and reactions, not figuring out underlying causes of the other person's difficult behavior. While you cannot (and should not) expect to become a counselor to your coworkers, you can become more sensitive to them and learn how to befriend a coworker in need. Specifically, this book explains a system that will teach you to: \* Understand your reaction to a difficult person. \* Explore your attitudes and why you react as you do. \* Practice healthier responses to those who are making your life miserable. To do our best work, we all need a level playing field, free of snares, thickets, traps, and drive-by emotional shootings. This book will help you create that level playing field by exploring specific ways to approach and respond to difficult people.  
AN EASY-TO-LEARN FORMAT There are countless difficult behaviors, and you can learn to deal with all of them. We have selected nine examples of difficult people taken from our case histories as teaching models. These case studies will help you see the difficult person as a reactive human being. He or she will be presented through the eyes of a coworker who has come to us for help and advice. You will learn how to handle the difficult person by "listening in" to the questions, answers, comments, and advice between one of us (Kathy or Bill) and the coworker seeking help. We will also use exercises to help the advice seekers to understand themselves better and occasionally interrupt the dialogue to add our own commentary and interpretation. You are about to join us on a one-day adventure as we sort out difficult-people problems presented to us

as a result of an ad we ran. You will learn, and remember, by watching and doing. Here's the ad we ran: **Difficult People Ruining Your Life? Bring us your problems. We'll show you how to handle them.** Are you facing someone's anger and resentment? Is your coworker too suspicious? Does your supervisor treat your ideas with cynicism? Is your team leader apathetic? Aren't people listening? Is that aggressive, competitive guy getting all the rewards and attention? Do you come home washed-out and frustrated? Our doors open at 8:00 A.M. No appointment is necessary; just show up with your story. The service is free under one condition: that you promise to do the exercises we recommend. The next day we looked out our office window, and you would have thought we had advertised a free vacation for two. "Maybe," we said, looking for a reason for the massive turnout, "that's what navigating life is all about—learning how to work with difficult people."