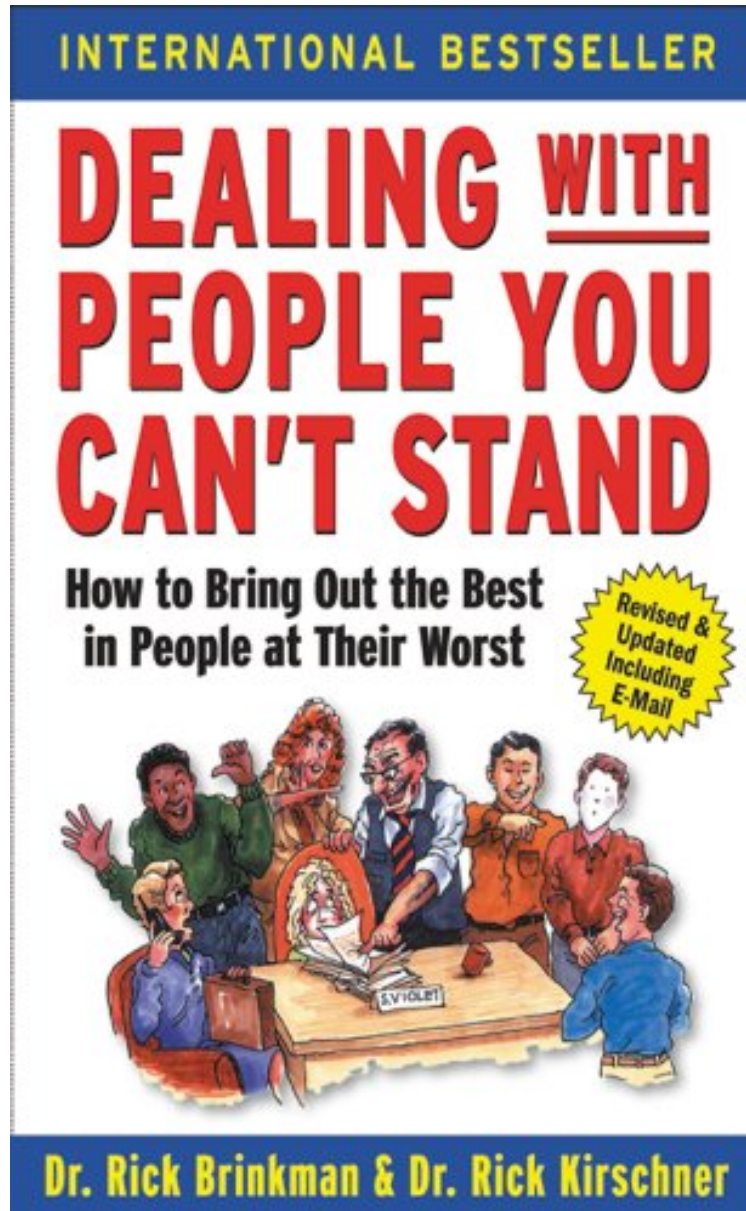


Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst

Dr. Rick Brinkman, Dr. Rick Kirschner
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Dr. Rick Brinkman, Dr. Rick Kirschner : Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst before purchasing it in order to gauge whether or not it would be worth my time, and all praised Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst:

4 of 4 people found the following review helpful. Must Read By JR One of the best books out there for giving guidance

dealing with difficult people. The book is concisely written with a summary at the end of each chapter so you can quickly remember what you read for dealing with each type of difficult personality. There is a lot of bonus material such as chapters dealing with basic communication skills, guidance to phone conversations, guidance to emails correspondence, and guidance for changing your own attitude. I just wish I read this book 20 years ago since the people who appear most successful in our society seem to have the best people skills as opposed to technical skills.

3 of 3 people found the following review helpful. Very practical
By JRExtremely practical. The author gives you specific words and phrases to use in specific situations. I checked it out of the library and quickly realized I needed to own a copy.

11 of 11 people found the following review helpful. Very useful go-to book
By CadreThis book's lessons are comprehensive and easily absorbed, which has made it a very useful resource over the years. Whenever I come up against someone with behaviors...outside the norm, I can easily associate it with the types illustrated in the book and respond accordingly. The fact is, the recommendations in this book WORK, and that's all I can ask for.

The international bestseller--shy;shy;more than 500,000 copies sold! With their 1994 international bestseller, *Dealing with People You Can't Stand*, Drs. Rick Brinkman and Rick Kirschner armed a civility-starved world with no-nonsense strategies for dealing with difficult people with tact and skill. Since then, cell phones, the Internet, voice mail, and other technological wonders designed to bring people closer together have only made it that much harder to avoid "people you can't stand;" even worse, they've also created exciting new ways for annoying people to realize their talent for being pains in the butt. Updated and revised for the digital age, this new edition of Brinkman and Kirschner's bestselling guide shows readers how to successfully combat the whiners, grenades, tanks, snipers, close-talkers, pedants, and other rude, crude, and inconsiderate people who can ruin your day at work, in stores, on the street, in restaurants, at the movies, in waiting rooms, by fax, phone, and E-mail, and in cyberspace.

From the Back Cover
How to Bring Out the Best in People at Their Worst!...Now Totally Revised for a New Generation of Bothersome Behaviors Since this best-selling book first appeared, the world has changed dramatically. Technology has spawned a whole new breed of annoyances. From cell-phone chatters to E-mail spammers to voice-mail hogs, life today is filled with even more people you can't stand! It's the guy in the supermarket line who is talking on his cell phone instead of unloading his cart... It's the E-mail "buddy" who jams your in-box with annoying jokes, petitions, and other junk mail... It's the boss who behaves like a bully and a petty tyrant, and has the power to get away with it... It's the co-worker who promises results, but never delivers when the chips are down... At best, such people can make life stressful and unpleasant. At worst, they can keep you from achieving important goals. The good news is that you don't have to let them do either! It's fully within your power to bring out the best behavior in people who are at their worst. Sound impossible? It's not. Just ask the millions who have benefited from Brinkman and Kirschner's proven, innovative approach to dealing with difficult people. From this one-of-a-kind guide, you'll learn: How to identify 10 bothersome behaviors, and deal successfully with each of them! How difficult people think, what they fear, and why they act the way they do. How to use advanced, sophisticated "listening techniques" to unlock the doors to people's minds, hearts, and deepest needs. How to cultivate nine "take-charge" skills that turn conflict into cooperation by reducing the differences between people. How to change the destructive behavior of the tank...the know-it-all...the grenade...the whiner...and many more! About the Author
Dr. Rick Brinkman and Dr. Rick Kirschner are naturopathic physicians, professional speakers, and trainers, and the coauthors of the bestselling audio and video tapes *How to Deal with Difficult People*, which have sold more than 300,000 copies. Since 1980, they have shared their insights with audiences across the nation and around the world through their company, RR Productions.