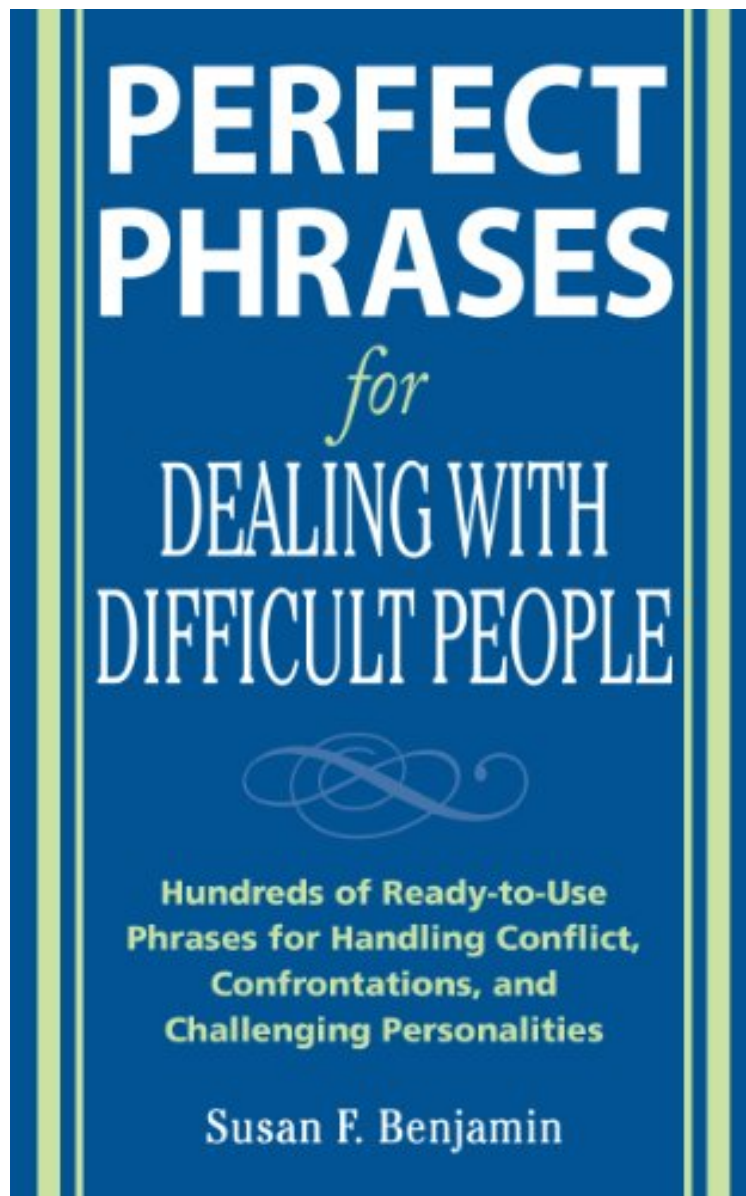


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Perfect Phrases for Dealing with Difficult People: Hundreds of Ready-to-Use Phrases for Handling Conflict, Confrontations and Challenging Personalities (Perfect Phrases Series)

Susan Benjamin

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24 of 25 people found the following review helpful. One step forward, two steps back
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For every ideal phrase offered, there are at least two that are bad ideas. I really like that an author has come up with this type of book, but I think many of the offered phrases are just downright unintelligent and likely to provoke people. And not much help at all when dealing with highly inappropriate people like bullies, who are, let's face it, the people who cause us to go looking for books like this. I would advise anyone about to use a phrase offered in this book to challenge the author's assertion that it's a good move. There are some good ones offered. But to a more astute communicator, there's a lot of unideal ones too. I suggest tweaking many of them. I did a lot of crossing out in this book and also little rewrites. It's not all bad, but use with discretion.
1 of 1 people found the following review helpful. Book helped me in the workplace, continues to do so
By Graham Green
This book goes over almost every situation in which you'll need to deal with difficult people in a work-related setting. I truly enjoyed the example phrases, and the author does an awesome job walking you through every awkward and sticky situation you could imagine. As someone raised in a much more reserved, aloof family than what most are used to, I needed this book just to survive in the workplace. It has definitely delivered, and I find myself going to it whenever I need some advice or examples. It is that specific of a book. Definitely worth the read.
2 of 2 people found the following review helpful. I think their advice was good and useful but was disappointed that they didn't have ...
By danielle
I assumed the book would have suggestions on varied situations but they only talked about co-workers and bosses. I think their advice was good and useful but was disappointed that they didn't have more suggestions.

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