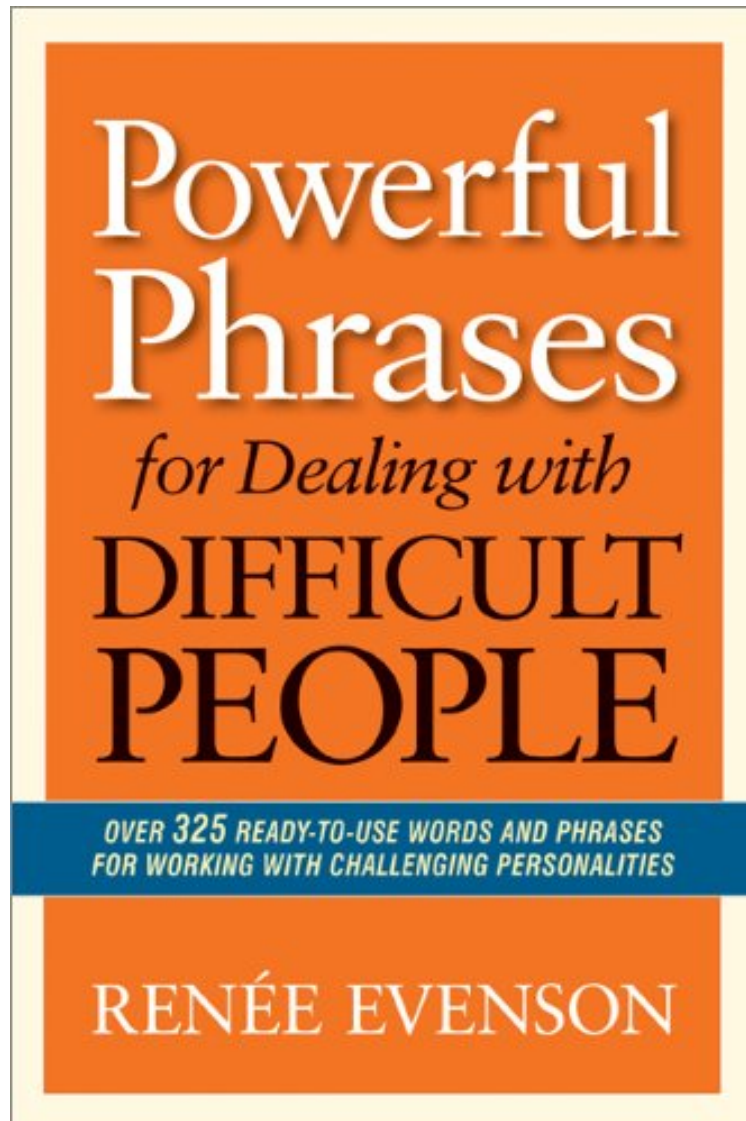


[FREE] Powerful Phrases for Dealing with Difficult People: Over 325 Ready-to-Use Words and Phrases for Working with Challenging Personalities

## **Powerful Phrases for Dealing with Difficult People: Over 325 Ready-to-Use Words and Phrases for Working with Challenging Personalities**

*Renegrave;e Evenson*

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**Renegrave;e Evenson : Powerful Phrases for Dealing with Difficult People: Over 325 Ready-to-Use Words and Phrases for Working with Challenging Personalities** before purchasing it in order to gage whether or not it would be worth my time, and all praised Powerful Phrases for Dealing with Difficult People: Over 325 Ready-to-Use Words and Phrases for Working with Challenging Personalities:

66 of 68 people found the following review helpful. I am less enthusiastic. By Kyle E. Kneis I'm less enthusiastic than the other reviewers. I mean, I really have to laugh on some level. The difficult people I deal with would brush this kind of stuff aside with an effortless swish of the finger. The book curates a number of really very basic ideas that we'd all be familiar with in any case (e.g., using "I" phrases), and then gives a short story/skit in which the technique is demonstrated. And it's just comical. The characters in these skits are not very tenacious, they are impossibly logical and empathetic, they instantly capitulate, they speak in strange, inorganic, stilted ways, and then they have a group hug moment when it's all over. These kinds of epiphanies occur, in the real world, only after Godot does. Anyone who has dealt with truly caustic personalities in the workplace knows that this is a pipe dream. For example, the protagonist (who has been viciously slandered, or outmaneuvered, or ignored, or impugned) says: "Can't you see how what you did there affects me, and even though I now understand that you did mean it in that way, that it still will upset me?" And in Ms. Evenson's universe, the respondent now says: "Yes, indeed, I can see how that would have upset you, and now that my eyes are opened, I will be ever so careful in the future to proactively leverage your feelings. I now see that we are equally important partners in this enterprise, and that I have been hateful. Let us now hug, and seal the bond between us, wherein we now understand each other's equally valid life choices!!!" Anyone that works in a place where important things are done (and hence, has aggressive personalities) knows that this is not reality. I am disappointed in the book. There was nothing here, really, that I could benefit from. It is hard for me to imagine the kind of flaccid, vapid, workplace in which this kind of schlock could be relevant guidance. It is, to me, a fictionalized account of what could be effective in a completely different universe from the one in which we live. I am sure Ms. Evenson is a wonderful person, but she couldn't last ten seconds in any workplace I have been in. 0 of 0 people found the following review helpful. She has a very clear depiction of several scenarios. ...By Customer She has a very clear depiction of several scenarios. I found many of them to be helpful and it helped me to realize some things I can change about myself. 0 of 0 people found the following review helpful. Puts a different perspective on difficult interactions in the work ...By Sustainability Puts a different perspective on difficult interactions in the work place. Also lays out different scenarios with different coworkers. Very fair price.

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*, 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 yours; re dealing with. Helpful features include: 

- Thirty common personality traits, behaviors, and workplace scenarios along with the phrases that work best with each
- Nonverbal communication skills to back up your words
- Sample dialogues that demonstrate how phrasing improves interactions
- A five-step process for moving from conflict to resolution

 "Why This Works"; sections that provide detailed explanations Like it or not, the bulk of our waking hours are spent with people at work. This book's pithy, powerful communication tips will make those hours far more harmonious and productive.

"Her [the author's] book offers readers great tips for handling difficult personalities using specific verbal and nonverbal communication in combination with a five-step conflict-resolution formula." --Retailing Insight "Isn't workplace harmony worth a try? Wouldn't you rather have truce than trouble? If the answer to those questions is affirmative, then grab this book." --Houston Style Magazine From the Back Cover It's not the work that's so hard; it's the people. The micromanaging control freak. The boss who takes credit for everything. The coworker who regularly strolls in late and takes leisurely breaks. There's no escaping problematic personalities. And there's no point fighting or letting tensions simmer. Instead, learn to build positive, productive relationships with everyone in your workplace; and put your career on an unstoppable upward trajectory. *Powerful Phrases for Dealing with Difficult People* is an all-in-one trouble-shooting guide for resolving any kind of conflict with your boss or coworkers. Organized for quick lookup, the book helps you identify situations that push your emotional buttons. It offers powerful tools for defusing potentially explosive situations, including: 

- 325 phrases that lead to constructive conflict-resolution conversations
- 20 challenging coworker behaviors, with specific phrases and actions for dealing with each
- 10 difficult boss personality types, with guidelines for working through problems with each
- Tips for recovering from blunders you may have caused yourself
- A five-step process for turning bad situations into positive ones
- Nonverbal communication skills to back up your words

 "Why This Works"; phrases, phrases of apology, phrases of compromise, and other useful words for building relationships; "Why This Works"; and "Something to Think About"; sections that clarify tactics Don't get bogged down by people who are incompetent, hog the spotlight, whine, backstab, avoid work, or create other problems. You can interact effectively with even the most challenging people by using these pithy, powerful solutions for quickly resolving workplace strife. Renee Evenson is a small-business consultant specializing in workplace communication and conflict-resolution strategies. Her previous books include *Powerful Phrases for Effective*

Customer Service and Customer Service Training 101. She lives in Saint Simons Island, Georgia. About the Author  
RENEacute;E EVENSON is a small-business consultant specializing in workplace communication and conflict resolution strategies. She is the author of several books, including Powerful Phrases for Effective Customer Service and Customer Service Training 101.