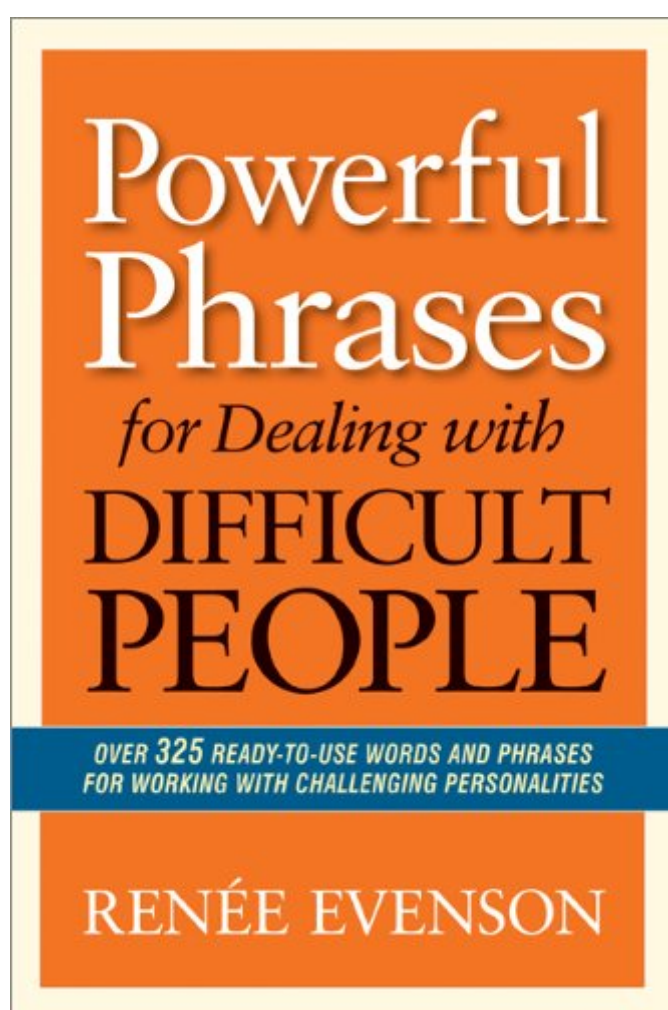


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# Powerful Phrases For Dealing With Difficult People: Over 325 Ready-to-Use Words And Phrases For Working With Challenging Personalities



## Synopsis

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 you'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.

## Book Information

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## Customer Reviews

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.

Powerful Phrases for Dealing with Difficult People by Renee Evenson  
"Powerful Phrases for Dealing with Difficult People" is a helpful resource to enable the reader to handle any type of conflict with any person. The book offers phrases to communicate effectively and how to put those phrases in practice according to a number of different scenarios. This straight-forward 241-page book is broken out into two main parts: Power Phrases + Actions = Successful Work Relationships, and Effective Conflict Resolution = Strengthened Work Relationships.

Positives:

1. A well-written accessible book.
2. An important topic, how to deal with conflicts effectively.
3. Excellent and easy to follow format. The book flows smoothly. The format is consistent which helps readers find sections quickly within chapters. Sub sections like "Something to Think About" and "Why This Works" are very helpful.
4. Overall, good advice. "Opening your conversation with "I" phrases keeps the focus on how the other person's actions made you feel."
5. Provides many phrases of apology and of compromise. "Let's talk about this. I need to know why it happened and how we can keep it from happening again."
6. Stresses the importance of following words with

actions. • That's because your words convey your message, but your actions convey the feelings and emotions behind it. Nonverbal communication is the actions you take as you speak and listen. •7. Some advice resonates in its simplicity and immediate effectiveness. The advice on how to read the other person's level of assertiveness was excellent. • If the person immediately backs down, show compassion. •8. The five steps to effective conflict resolution. This is a core feature of this book and consists of: 1. think first, 2.

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at Their Worst Difficult Conversations Just for Women: Kill the Anxiety. Get What You Want. (Similar to Difficult Conversations: How to Discuss What Matters Most and to Crucial Conversations but tailored for women) Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst

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