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Dealing with Difficult People: Proven Strategies for Handling Stressful Siutations and Defusing Tensions

Roberta Cava

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Many in the course of their jobs have to deal with irate, rude, impatient, emotional, persistent and aggressive people. Those who are skilled in dealing with such situations are in great demand, and the aim of this book is to teach the techniques which will improve the reader's communication skills and help to control anger and stress. The author, who lectures on the subject in the United States, looks at human behaviour patterns and offers advice towards developing the ability to deal effectively with difficult people, be they clients, supervisors, colleagues or subordinates.

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