



*Presents advice for dealing with difficult individuals in the workplace, using examples of specific situations along with responses and actions that can be effective in reducing conflict.*

*A simple, practical guide for dealing with difficult people. Do you know a difficult person? Have others ever accused you of being difficult? If so, The Difficult People First-Aid Guide is for you. In it, you will find: Fundamental reality checks that will help you assess your situation and offer reassurance. Actions you can take right now to "stop the bleeding" in strained relationships. Recommendations to prevent future problems with others. Don't assume your relationships could never improve. This concise guide can show you where to begin with easy-to-follow techniques you can put into practice today. By changing your perspective, and your behaviors, you will get better results when dealing with difficult people. People are hard. This guide can help.*

*A Practical Guide to Managing the Hurtful Behavior of Others (and Maybe Your Own)*

*A Practical Guide to Understanding, Coping and Living with Someone Who Has Borderline Personality Disorder Or Narcissistic Personality Disorder*

*Finding the Space to Lead*

*The Manager's Communication Toolkit*

*Making the Impossible Conversation Possible*

*How to deal effectively with challenging colleagues*

*How to Deal with Difficult People*

*An Understandable Practical Guide*

Learn how to deal with difficult colleagues and clients. At the heart of dealing with difficult people is handling their--and your own--emotions. How do you stay calm in a tough conversation? How do you stay unruffled in the face of passive-aggressive comments? And how do you know if you're difficult to work with? This book explains the research behind our emotional response to awful colleagues and shows how to build the empathy and resilience to make those relationships more productive. Books in this series are based on the work of experts including: Daniel Goleman Tony Schwartz Nick Morgan Daniel Gilbert This collection of articles includes: "To Resolve a Conflict, First Decide: Is It Hot or Cold?" by Mark Gerzon; "Taking the Stress Out of Stressful Conversations," by Holly Weeks; "The Secret to Dealing with Difficult People: It's About You," by Tony Schwartz; "How to Deal with a Mean Colleague," by Amy Gallo; "How To Deal with a Passive-Aggressive Colleague," by Amy Gallo; "How to Work with Someone Who's Always Stressed Out," by Rebecca Knight; "How to Manage Someone Who Thinks Everything Is Urgent," by Liz Kislik; and "Do You Hate Your Boss?" by Manfred F. R. Kets de Vries. HOW TO BE HUMAN AT WORK: The HBR Emotional Intelligence Series features smart, essential reading on the human side of professional life from the pages of Harvard Business Review. Each book in the series offers proven research showing how our emotions impact our work lives, practical advice for managing difficult people and situations, and inspiring essays on what it means to tend to our emotional well-being at work. Uplifting and practical, these books describe the social skills that are critical for ambitious professionals to master.

DON'T LET PROBLEM PEOPLE GET TO YOU! Whether it's a manager who keeps moving the goal posts, an uncooperative colleague, negative friend, or critical family member, some people are just plain hard to get along with. Often, your immediate response is to shrink or sulk, become defensive or attack. But there are smarter moves to make when dealing with difficult people. This book explains how to cope with a range of situations with difficult people and to focus on what you can change. This book will help you to: Understand what makes difficult people tick and how best to handle them Learn ways to confidently stand up to others and resist the urge to attack back Develop strategies to calmly navigate emotionally-charged situations Deal with all kinds of difficult people -- hostile, manipulative and the impossible Know when to choose your battles, and when to walk away Why let someone else's bad attitude ruin your day? How to Deal With Difficult People arms you with all the tools and tactics you need to handle all kinds of people -- to make your life less stressful and a great deal easier.

Many young people suffer from skin conditions which affect their physical and mental wellbeing. In the modern 'appearance-focused' world of social media, skin conditions such as acne, eczema, and psoriasis can be particularly psychologically challenging. Furthermore, with so much (mis)information out there, it can be hard to know where to start when looking for advice. This book provides clear, accurate, and evidence-based information for young people with skin conditions. It outlines what 'normal' skin is, with subsequent chapters covering the most common skin problems, including acne, eczema, alopecia, hidradenitis, psoriasis, sweating, urticaria, vitiligo, and others. Each chapter describes the condition in a clear, easy-to-read format, and offers practical, evidence-based advice for treating and managing symptoms. Additional resources in each chapter provide reliable sources for finding further information. The book also includes a unique section addressing the impact skin can have on your life and ways to address this. The book is written with teenagers and young adults in mind, but the information will be useful for anyone with a skin problem, or those involved with young people including parents, teachers, and health workers.

How to Deal With Difficult People

Who Are You?