



# Dealing with Difficult People: How to Deal with Nasty Customers, Demanding Bosses and Annoying Co-workers

*Roberta Cava*

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*Proven strategies for handling stressful situations calmly and professionally.*

Difficult people are the ones who:

- Make us lose our cool
  - Force us to do things we don't want to do
  - Prevent us from doing what we want or need to do
  - Use coercion or manipulation to get their way
  - Make us feel guilty if we don't "go along"
  - Make us feel anxious, upset, frustrated, depressed, jealous, inferior or defeated
  - Make us do their share of the work.

A difficult person, in short, is someone who creates difficulties for others.

**Dealing with Difficult People** is the revised and updated edition of the international best seller, updated to reflect recent changes in the workplace and designed to benefit anyone who has ever had to deal with angry, rude, impatient or aggressive people.

Roberta Cava draws on years of human resources experience as she:

- Explores the root causes of communication problems
- Reviews specific situations, such as workplace bullying
- Explains the reasons behind common personality conflicts
- Provides suggestions for alleviating problems
- Suggests ways to improve people skills.

**Dealing with Difficult People** offers proven techniques for working better with others, reducing stress and anxiety, and increasing confidence and enthusiasm in all professional relationships.

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