



## Perfect Phrases for Dealing with Difficult People: Hundreds of Ready-to-Use Phrases for Handling Conflict, Confrontations and Challenging Personalities

By Susan Benjamin

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### **Editorial Review**

From the Back Cover

#### **The Right Phrase for Every Situation...Every Time**

No matter where you work or what you do, you're bound to run into "colorful characters" who can make your job challenging. No question-learning to deal with them will prove critical to your success in the workplace. That's why you need this all-purpose reference of ready-to-use phrases to help you handle all kinds of people at all job levels. Whether you work for the proverbial "boss from hell," manage an office packed with "personalities," or juggle a three-ring circus of cranky clients, crazy customers, and annoying associates, you'll find just the right words for every situation, including:

- Dealing with brutal bosses and confrontational coworkers
- Turning explosive situations into mutually rewarding ones
- Handling angry customers and demanding clients
- Motivating unproductive workers and irresponsible vendors

Packed with hundreds of handy phrases, this quick-reference guide can be a real lifesaver-on the job, at school, anywhere. It's easy to deal with difficult people...when you have "Perfect Phrases."

About the Author

**Susan F. Benjamin** is a communications consultant and the author of 5 books, including *Words at Work*. Her articles on language-related issues have appeared in *USA Today*, *Philadelphia Inquirer*, and *New York Daily News*.

### **Users Review**

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**Marcos Anderson:**

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