



Managing Difficult People in a Week

By David Cotton

Hodder & Stoughton General Division. Paperback. Book Condition: new. BRAND NEW, Managing Difficult People in a Week, David Cotton, The ability to manage difficult people successfully is crucial to anyone who wants to advance their career. Written by David Cotton, leading expert as both a coach and practitioner, this book quickly teaches you the insider secrets you need to know to in order to successfully manage difficult people. The highly motivational 'in a week' structure of the book provides seven straightforward chapters explaining the key points, and at the end there are optional questions to ensure you have taken it all in. There are also cartoons and diagrams throughout, to help make this book a more enjoyable and effective learning experience. So what are you waiting for? Let this book put you on the fast track to success! Sunday: Understanding and preventing difficult behaviour Monday: Developing your skills for managing difficult people Tuesday: More advanced skills for managing difficult people Wednesday: Managing specific types of difficult behaviour Thursday: Feedback that works and critical conversations Friday: Managing conflict Saturday: Getting support and escalating issues.



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Reviews

Complete guideline! Its such a excellent read. This really is for all who statte there had not been a worth studying. It is extremely difficult to leave it before concluding, once you begin to read the book.

-- **Timothy Lynch**

A fresh e-book with a brand new point of view. It really is packed with knowledge and wisdom Its been designed in an exceedingly simple way and is particularly simply following i finished reading this publication through which actually modified me, alter the way i really believe.

-- **Bernhard Russel**