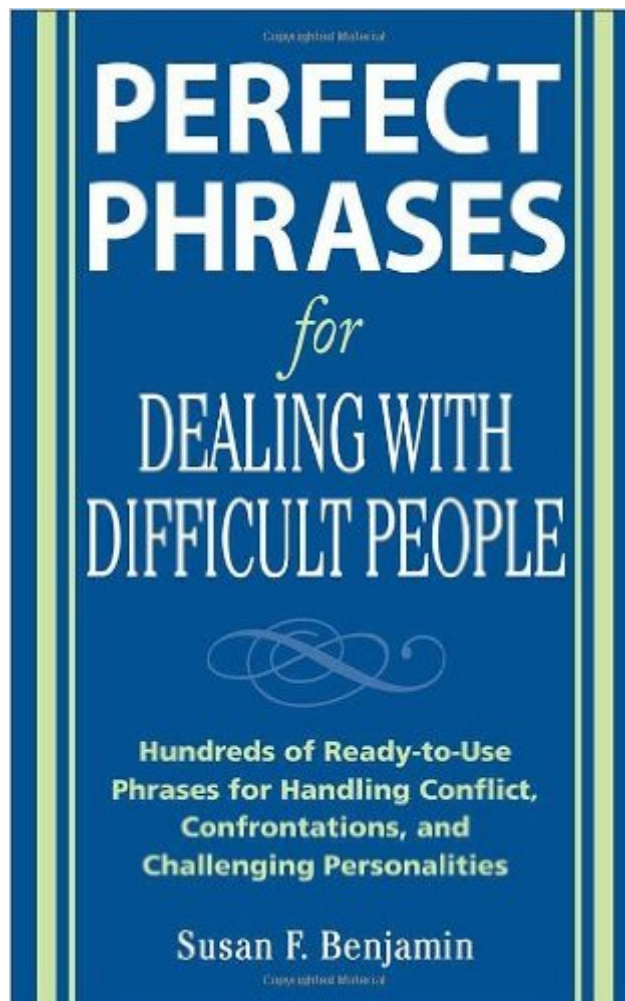


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# Perfect Phrases For Dealing With Difficult People: Hundreds Of Ready-to-Use Phrases For Handling Conflict, Confrontations And Challenging Personalities



## Synopsis

Perfect Phrases for the Right Situation, Every Time Whether it's hiring employees or creating teams, the Perfect Phrases series has the tools for precise, effective communication in any situation. With Perfect Phrases books, you have all the phrases you need to get things done, right at your fingertips!

## Book Information

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## Customer Reviews

I picked up this book because I thought it might be nice to have a list of ready-made phrases ready to use for difficult people at work. What a mistake! The suggested phrases in this book go against almost everything else I've ever read about effective communications and reads more like a "what to do to "CYA" at work." I find that most of the phrases suggested would, if spoken out loud to an actual person, probably make you no friends and indeed spark quite a few enemies. The suggested language is often accusatory ("Because you yelled at the group..." and to say to a boss with unproductive comments "Comments like that are unproductive and do nothing but create bad feelings" - seriously, say that out loud and try to make it NOT sound snotty) and I can't imagine using any of these phrases ever in an attempt to communicate positively and effectively with my employees, my boss, my coworkers, my friends, my family, etc. This book is far from perfect and contains probably the worst suggestions for dealing with difficult people. While the suggested phrases are straightforward, they lack the finesse often necessary to elicit the best response from someone.

This book did not have many useful phrases. Many were along the lines of "I know how you feel". How do you know how others feel? Also it was not formatted well for Kindle. Many of the "Quick Tips" were cut off because the boxes didn't fit the Kindle screen. Also, a large portion of several pages was just the same 2008 copyright information over and over again. If you want good books on this type of material look at "Crucial Conversations" and "Crucial Confrontations". They are both exceptionally good.

For every ideal phrase offered, there are at least two that are bad ideas. I really like that an author has come up with this type of book, but I think many of the offered phrases are just downright unintelligent and likely to provoke people. And not much help at all when dealing with highly inappropriate people like bullies, who are, let's face it, the people who cause us to go looking for books like this. I would advise anyone about to use a phrase offered in this book to challenge the author's assertion that it's a good move. There are some good ones offered. But to a more astute communicator, there's a lot of unideal ones too. I suggest tweaking many of them. I did a lot of crossing out in this book and also little rewrites. It's not all bad, but use with discretion.

Nowhere in the title does this book reveal that it is only about the people you might deal with @ work: bosses, employees & customers. Judging from the title I wrongly assumed that it dealt with difficult people in general. I find it useless as I am retired & I will be returning it.

This book not only offers strategies for dealing with difficult people it also approaches each situation from another angle. An example was given in this book: How would you approach a co-worker with a hygiene problem. This book suggests that the person who wanted to approach the person to first take other factors into consideration: the person with a hygiene problem may have an illness which causes the problem or it could be the medication the person is taking which causes the odor. I really liked the suggested approach of thinking (weighing the situation out first) before speaking.

This book is not exactly what I expected. I expected to see "hundreds of ready to use phrases". What you get with this book is 10 or 15 situations with a differently worded phrase all with the same objective. I was expecting this book to have the perfect phrase for a comeback to hundreds of inappropriate comments.

This book is full of mediocre to bad advice on dealing with nightmare co-workers. I disagree with 70% of what is suggested; it all sounds canned. Maybe it's outdated. Maybe it's helpful for those with a diagnosis of Asbergers.

I feel this book "Perfect Phrases for Dealing with Difficult People" really will help me out when dealing with the people at work & away from work to react as much but still set boundries for myself that need to be set.

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