



Since Strangling Isn't An Option... Dealing with Difficult People -- Common Problems and Uncommon Solutions

Sandra A. Crowe

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For those who feel like they are expending too much energy either engaging in conflict or desperately trying to avoid it, this refreshing, realistic guide provides accessible solutions. Readers will learn why dealing with a difficult person doesn't have to ruin their day, the habits that cause conflict, and the techniques that can turn things around. It also gives readers insight into their own power in shaping relationships, and specific advice for handling different personality types. There really is a better way!

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