



Dealing With People You Can't Stand

Rick Brinkman, Rick Kirschner

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Do you know people who try to intimidate you? Or who waffle about decisions? Do you ever get tired of hearing, "That won't work," or "It's not my fault"? Now devotees of Brinkman and Kirschner's seminars and tapes can enjoy their insights in book form, while new fans discover the duo's tested techniques for bringing out the best in people at their worst. With wit and wisdom, the authors identify the 10 types of difficult people on the job-including tanks, snipers, grenades, know-it-alls, and think-they-know-it-alls. Step by step, they show exactly how to get results with each.

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Arlene Martin:

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