Dealing with People You Can't Stand

How to Bring Out the Best in People at Their Worst

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People--Chapter 1

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We dedicate this book to global peace and a world that works for everyone, which will happen when people make peace with the people they can't stand.
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Two Essential Skills: Blending and Redirecting

Blend Nonverbally with Body and Facial Expressions

Blend Vocally with Volume and Speed

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People Want to Be Heard and Understood

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You'd Better Adjust Your Attitude

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Action Plan

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Great Moments in Difficult People History

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This covert operator identifies your weaknesses and uses them against you, through sabotage behind your back or well aimed putdowns in front of the crowd.

Unfriendly Fire

Friendly Fire

You Better Adjust Your Attitude
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This person knows 98 percent of anything. Just ask! Know-It-Alls will tell you what they know—for hours at a time—but won't take a second to listen to your clearly inferior ideas.

You Better Adjust Your Attitude

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The Eight Ounces of Phone Prevention

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The Advantage of Time

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