



Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst

By Rick Brinkman, Rick Kirschner

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With their 1994 international bestseller, Drs. Rick Brinkman and Rick Kirschner armed a civility-starved world with no-nonsense strategies for dealing with difficult people with tact and skill. Since then, the world has changed dramatically: technology designed to bring people closer together has only made it that much harder to avoid "people you can't stand."

At best, such people can make life stressful and unpleasant. At worst, they can keep you from achieving important goals. The good news is that you don't have to let them do either! It's fully within your power to bring out the best behavior in people who are at their worst. From this one-of-a-kind guide, you'll learn:

- * How to identify 10 bothersome behaviors, and deal successfully with each of them
- * How difficult people think, what they fear, and why they act the way they do.
- * How to use advanced, sophisticated "listening techniques" to unlock the doors to people's minds, hearts, and deepest needs
- * How to cultivate nine "take-charge" skills that turn conflict into cooperation by reducing the differences between people
- * How to change the destructive behavior of the tank...the know-it-all...the grenade...the whiner...and many more!

Updated and revised for the digital age, this new edition of Brinkman and Kirschner's bestselling guide shows readers how to successfully combat the whiners, grenades, tanks, snipers, close-talkers, pedants, and other rude, crude, and inconsiderate people who can ruin your day at work, in stores, on the street, in restaurants, at the movies, in waiting rooms, by fax, phone, and E-mail, and online.

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Editorial Review

From Library Journal

Whether at work or at home, we all have to deal with people we can't stand to be around. Our challenge is to develop creative ways to handle these difficult people. Brinkman and Kirschner, both doctors of naturopathic medicine and professional speakers, have just made our job easier with this lively guidebook, in which they identify and explore the psychological roots of ten specific behavior patterns that represent normal people at their worst. Realizing that changing oneself is more realistic than changing the behavior of others, the authors provide a variety of communicative skills that we can cultivate in ourselves to turn conflict into cooperation. Finally, Brinkman and Kirschner (*How To Handle Difficult People with Tact and Skill*, McGraw, 1994) illustrate how to use these skills with each of the ten problem behaviors. While all problem behaviors might not fit nicely into one of their ten categories, the authors do provide a dynamic assortment of interpersonal communication tools for managing most difficult people. Highly recommended for all libraries.

David R. Johnson, Louisiana State Univ. Lib., Eunice

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Review

"...both [author/narrators] are comfortably engaged with their ideas and are easy to hear overall. They make this state-of-the-art guide sound both important and down-to-earth...This is social science writing at its best – analytical thinking applied to frustrating interpersonal situations to help people become more proactive and constructive in their lives." *AudioFile Magazine*

About the Author

Dr. Rick Brinkman and Dr. Rick Kirschner are naturopathic physicians, professional speakers, and trainers, and the coauthors of the bestselling audio and video tapes *How to Deal with Difficult People*, which have sold more than 300,000 copies. Since 1980, they have shared their insights with audiences across the nation and around the world through their company, R&R Productions.

Users Review

From reader reviews:

Leticia Nielson:

This *Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst* book is just not ordinary book, you have after that it the world is in your hands. The benefit you have by reading this book is actually information inside this book incredible fresh, you will get details which is getting deeper you actually read a lot of information you will get. This *Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst* without we understand teach the one who studying it become critical in pondering and analyzing. Don't be worry *Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst* can bring any time you are and not make your handbag space or bookshelves' turn into full because you can have it within your lovely laptop even cell phone. This *Dealing with People You Can't Stand: How to Bring Out The Best in People at Their Worst* having excellent arrangement in word and layout, so you will not experience uninterested in reading.

Daniel Hayes:

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Carla Floyd:

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