



The Complete Idiot's Guide to Coping With Difficult People (Idiot's Guides)

Arlene Uhl

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Easy ways of dealing with difficult people.

Psychotherapist Arlene Matthews Uhl offers the most effective strategies for dealing with difficult people—from strangers and co-workers to friends and family—by characterizing the four major types and revealing specific methods to cope with them in every aspect of life.

—Jargon-free, practical advice and strategies—for home and at work

—Unique approach based on behavioral patterns, not simply personality types

—Includes tactics on diffusing tense encounters in any situation

—Features tips for “cutting the cord” when personal relationships become too difficult

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Dolores Mann:

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