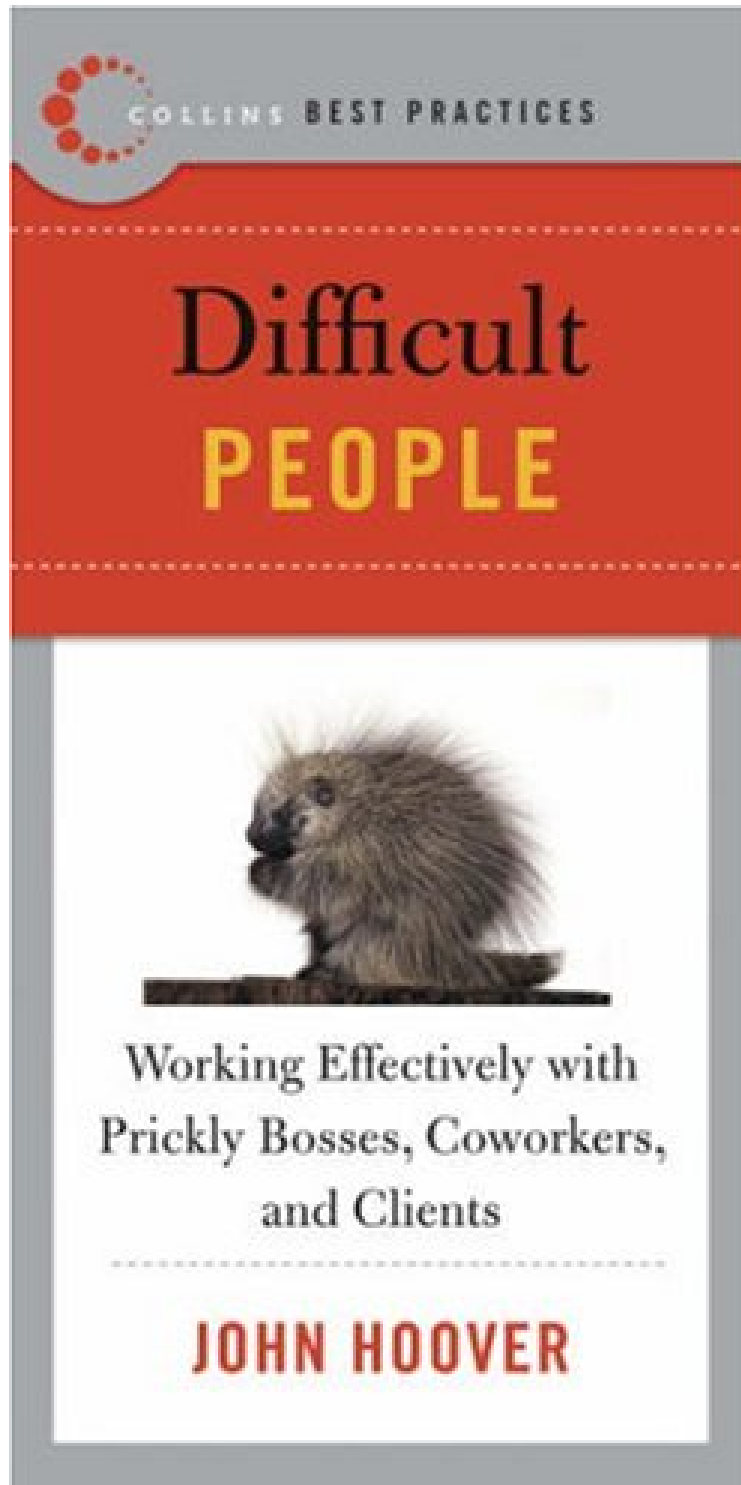


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Best Practices: Difficult People: Working Effectively with Prickly Bosses, Coworkers, and Clients (Collins Best Practices Series)

John Hoover

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John Hoover : Best Practices: Difficult People: Working Effectively with Prickly Bosses, Coworkers, and Clients (Collins Best Practices Series) before purchasing it in order to gauge whether or not it would be worth my time, and all praised **Best Practices: Difficult People: Working Effectively with Prickly Bosses, Coworkers, and Clients (Collins Best Practices Series)**:

1 of 1 people found the following review helpful. Practical advice, for a change By J. Horton Short version of my review: This is a concise, practical guide with techniques for dealing with difficult people at work. Long version: In all honesty, I only picked up this book because it was available at my local library and has "Difficult People" in the title. I was very pleasantly surprised to find that it is concise and informative, with specific, concrete advice and techniques. Over the years (yes, I am old), I have been asked to read the usual drivel like "The One Minute Manager", "Who Moved My Cheese", ADKAR, etc. In addition, I've been subjected to more than one "workshop" sorting employees into 4 personality types (why is it always 4?). So my expectations for this book were low. I was prepared for the usual misinterpreted research, misattributed quotations, and muddled psychology. Instead, after a slow start, I found this little book straightforward and potentially useful. I don't always agree with the author's advice, but in general, I find his suggestions to be practical and specific. In my own experience in dealing with bosses, and seeing how bosses deal with other employees, I have seen strategies that work and strategies that don't work. A lot of the advice in this book matches the successful strategies that I have seen. The intended audience seems to be managers who deal directly with the (difficult) employees who are doing the actual work. But the author makes sure to discuss situations with difficult peers and difficult bosses as well. I am not a manager, but I do have a "lead" role on my team, and I believe that this book will be helpful to me. The book is divided into 3 sections. The first one, "How Difficult People Affect the Workplace" is relatively short and describes the different ways that difficult people can drag down the rest. There is nothing particularly revealing here. This section is probably included to attempt to sway managers who don't think that difficult employees are really a problem. The second section, "Understanding Difficult People" takes up most of the book. Here the author describes 10 different types of difficult people and gives advice and strategies on how to deal with each type. Here again, I was surprised at how pragmatic the advice is - even bordering on cynical at times. I was impressed by the author's understanding that getting people to work productively is not just a matter of explaining nicely to them what you want done. Different people have different personalities, needs, emotional baggage, etc. He also makes it clear that not everyone fits neatly into any one category, and that these 10 categories are not an exhaustive list. The second section concludes with these sentences: "Be ready for anything. In any event, always be prepared to act decisively. Not dealing with difficult people is a concession that you will allow the sabotage of your ability to manage effectively." This may not be the most eloquent wording, but it is so true. The most ineffective managers I have ever worked for were not the crazies, they were the ones who did nothing when there was a problem. The title of the third section, "How to Handle Difficult People", is slightly misleading. The second section already contains a lot of advice on how to deal with difficult people. What the third section describes is an escalating series of procedures for trying to convince difficult people to cooperate and get work done. It also covers termination if nothing else works. While the author always makes sure to remind us that each individual HR office will have its own policies and procedures, he still provides specific and concrete suggestions. The book concludes with a list of recommended reading and an index. The physical book is just under 150 pages, in a handy 4 x 8 - inch format. Long enough to give you what you need to know without getting redundant or dull. The type is large enough to read easily, but not wastefully large. 0 of 0 people found the following review helpful. Really liked the book. By CAM The book was easy to read and understand and it was also very insightful! : } I think some of the things/recommendations mentioned in the book can be readily applied. 0 of 1 people found the following review helpful. Excellent .. By Captswirler aka Steve I greatly enjoyed this booklet .. it hit on several issues that really applied to me .. I would recommend it to anyone .. This booklet is a quick read ..

Every office has someone who's no fun to be around. But getting along with that person and managing them effectively can make both your jobs easier. **Difficult People**, a comprehensive and essential resource for any manager on the run, shows you how. Learn to: Recognize why and when people act out Identify different types of difficult people Cope with difficult behavior Get the most out of trouble employees Nurture a harmonious work environment The Collins Best Practices guides offer new and seasoned managers the essential information they need to achieve more, both personally and professionally. Designed to provide tried-and-true advice from the world's most influential business minds, they feature practical strategies and tips to help you get ahead.

About the Author By John Hoover