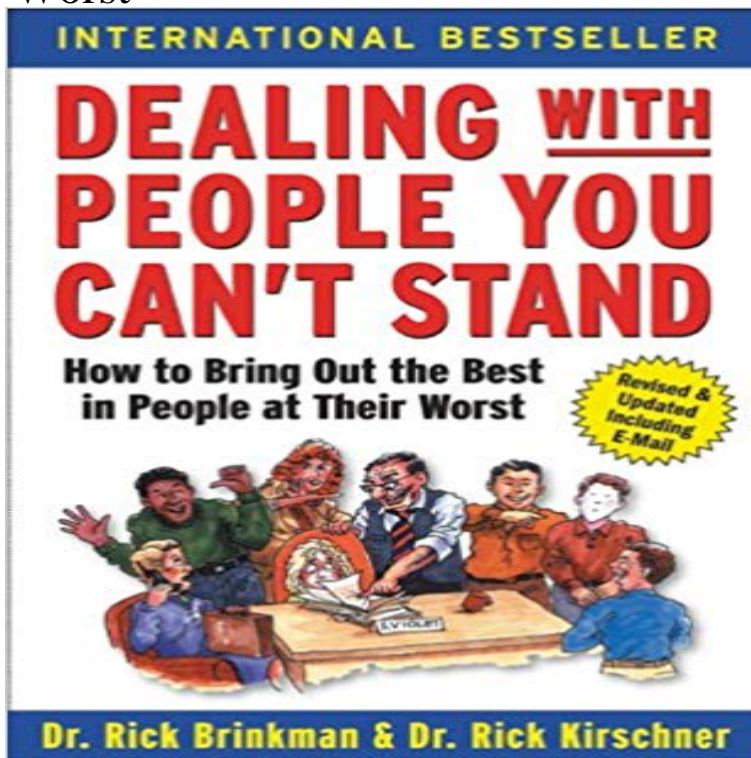


Dealing with People You Cant Stand: How to Bring Out the Best in People at Their Worst: How to Bring Out the Best in People at Their Worst



The international bestseller--more than 500,000 copies sold! With their 1994 international bestseller, *Dealing with People You Cant Stand*, 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, cell phones, the Internet, voice mail, and other technological wonders designed to bring people closer together have only made it that much harder to avoid people you cant stand; even worse, theyve also created exciting new ways for annoying people to realize their talent for being pains in the butt. Updated and revised for the digital age, this new edition of Brinkman and Kirschners 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 in cyberspace.

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