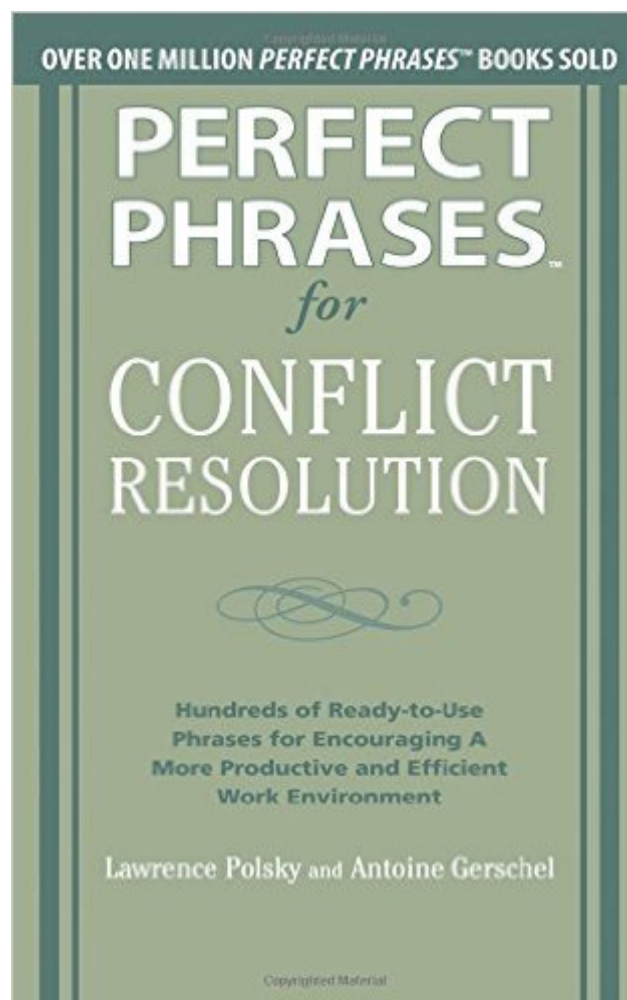


The book was found

Perfect Phrases For Conflict Resolution: Hundreds Of Ready-to-Use Phrases For Encouraging A More Productive And Efficient Work Environment (Perfect Phrases Series)





Synopsis

THE RIGHT PHRASE FOR EVERY SITUATION . . . EVERY TIME Conflict in the workplace is inevitable. When you have the right words and phrases at your command, you can quickly resolve any disagreement and prevent it from spreading into an uncontrollable fire. Perfect Phrases for Conflict Resolution has hundreds of ready-to-use phrases, dialogs, and practice scripts to help you rise above the conflict and focus on solving the problem, whether it's with an employee, boss, customer, supplier, or coworker. This handy, quick-reference guide provides effective language for dealing with: A micromanaging supervisor An underperforming employee A peer's disruptive work habits Unreasonable or unethical customer requests Abrupt, rude, and unprofessional coworkers

Book Information

Series: Perfect Phrases Series

Paperback: 176 pages

Publisher: McGraw-Hill Education; 1 edition (June 7, 2011)

Language: English

ISBN-10: 0071756167

ISBN-13: 978-0071756167

Product Dimensions: 5.1 x 0.4 x 8 inches

Shipping Weight: 7.2 ounces (View shipping rates and policies)

Average Customer Review: 4.3 out of 5 stars See all reviews (34 customer reviews)

Best Sellers Rank: #54,492 in Books (See Top 100 in Books) #82 in Books > Business & Money > Skills > Running Meetings & Presentations #104 in Books > Self-Help > Relationships > Conflict Management #117 in Books > Parenting & Relationships > Family Relationships > Conflict Resolution

Customer Reviews

Let's face it: sometimes words elude us. I think anyone who has worked for any reasonable length of time in a business environment, be it manufacturing, service, retail, non-profit, or whatever, has had a discussion, debate, argument, or meeting where afterwards they thought, "I should have said..." This book aims to address that by providing some less confrontational language to use in an attempt to reduce or eliminate tension and anger in typical confrontations faced by the average business person. Looking through the situations and phrases, it seems the authors have covered most of the bases. The chapters are broken up into various situations and types of colleagues, helping one to address superiors, inferiors, peers, customers, vendors, managers - virtually every

class and rank a business person is likely to have to deal with. The phrases that it provides are flexible, allowing the reader to choose something to say which suits his or her personality for the given situation, whether the goal is to defuse, avoid, or delay (but not detonate) a conflict situation. I have no doubt this is a valuable resource, and can definitely provides phrases that one normally wouldn't think of or consider but which would probably have the desired (positive) effect when used in the correct context. If nothing else, stopping to look up a phrase may cause one to reconsider the situation and possibly come up with another phrase or approach that might work even better. My only complaint with this type of book is I am having trouble with figuring out how to use it.

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