

INTERNATIONAL BESTSELLER

DEALING WITH PEOPLE YOU CAN'T STAND

How to Bring Out the Best
in People at Their Worst

Revised &
Updated
Including
E-Mail



Dr. Rick Brinkman & Dr. Rick Kirschner

Dealing with People You Can't Stand

How to Bring Out the Best in People at Their Worst

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People--Chapter 1

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People--Chapter 1

This book is printed on recycled, acid-free paper containing a minimum of 50 percent recycled de-inked fiber.

We dedicate this book to global peace and a world that works for everyone,
which will happen when people make peace with the people they can't stand.

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20. Communication and the Challenge of Technology page #

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The 55%, 38% and 7% page #

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21. The Eight Ounces of Prevention in Phone Communication page #

You can't see them. Here we show you how to take advantage of the fact that they can't see you either!

The Eight Ounces of Phone Prevention page #

22. The Eight Ounces of Prevention in Email Communication page #

You can't see them or hear them! Here we describe how to avoid the pitfalls and access the possibilities.

The Advantage of Time page #

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Appendix: How to Change Your Attitude page #

Need the courage to stand your round when you want to run, or to step forward in the face of determined opposition? Get an attitude adjustment when you need one!