

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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The 55%, 38% and 7% page #

Something Lost, Something Gained page #

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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Afterword page #

How to take the big step of applying the little steps in this book.

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!

When we are dealing with people we can't stand, we feel our blood boil. Even as adults, we swallow our words but secretly fantasize about telling them how we really feel. We imagine how satisfying it would be to turn to them and say something harsh once and for all. As a moral, reserved person, you cannot stand the behavior. Here's something for thought: Maybe, just maybe, there's a part of you deep, deep inside that wants to feel feminine, free, and seductive. It doesn't mean you have to act out on it because perhaps you are conservative or have beliefs against it, but . . . we often envy what we feel deprived of. People often repeat what was done to them in their childhood, so it is likely they have unresolved, deep psychological wounds. There is no point in being "brave" or "tough." With their 1994 international bestseller, *Dealing with People You Can't 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. I am almost certainly to many people the sort of person who they cannot stand. In reading this book I was struck by a very powerful set of mixed feelings. On the one hand, I could read in these pages plenty of commentary and tactical advice on how to deal with people who drive me to distraction, and it was without question a useful book on communication [1]. On the other hand, reading this book was painful in a sense, because it brought forcefully and unpleasantly humorous to light the fact that I. Who Should Read "Dealing with People You Can't Stand"? And Why? We all strive to gain respect and recognition but are we using the right tools "probably not, since the lack of kindness has led us to many problematic situations." With this in mind, we can all draw a conclusion who brought hatred and conflicts on Earth. For centuries we've been fighting on causes that cannot be remembered. In reality, the society will always have its abused and immoral side. Take part in the resolving procedure; don't run away when things get a little messy with your associates. Learn proper techniques and come out a winner on the other side. People often misunderstand the need for a defensive approach with the urge to attack (verbally).