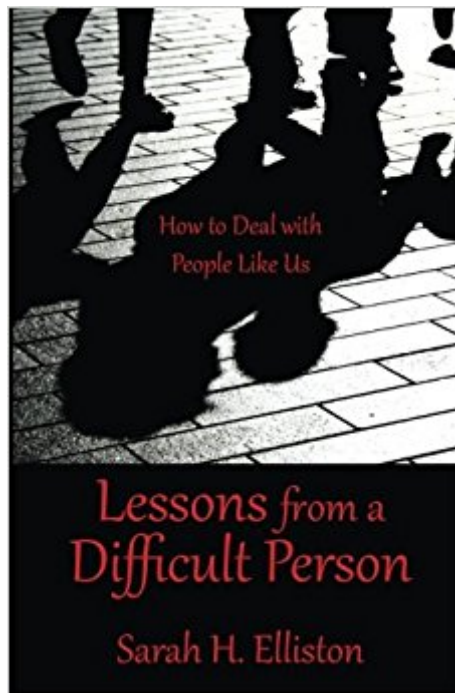




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# Lessons From A Difficult Person: How To Deal With People Like Us



## Synopsis

The funny thing is that Sarah Elliston never realized she was "a difficult person," --someone who harangued people until she got her way, threw snip fits and temper tantrums, talked over her bosses and pointed out what she thought were their misconceptions. In her family, where she felt bullied, the only way she knew how to get someone's attention and approval was to voice her opinion--and loudly! Without standing her ground, how could she do what she thought was best for herself and everyone else around her. She wasn't intentionally mean-spirited. She was just trying to do what she thought was RIGHT! Until a kind, but firm, boss woke her up! With great compassion, and strength, her boss pointed out that her actions had consequences. That in being "difficult," she was not only disrupting the office camaraderie and production, but impeding her own professional advancement. That's the beginning of Sarah's transformation--when she started on the journey to leave behind the difficult person, and become the woman who teaches others how to deal with difficult people. Sarah "Sam" Elliston is now bringing forth her vital manual on how to awaken the challenging personality, and change both the relationship and the environment with her new book *Dealing with Difficult People; Lessons Learned from a Difficult Person*. Today, Elliston is a highly successful workshop leader and trainer, who offers wisdom learned the hard way--and through rigorous study and certification in many areas of professional training that aid her in her work -- Values Realization, Parent Effectiveness Training and Reality Therapy. She is a faculty member of the William Glasser Institute. Glasser is an internationally recognized psychiatrist and developer of Reality Therapy, a method of psychotherapy that teaches people they have a choice in how they choose to behave.

## Book Information

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## Customer Reviews

"Looking back on my 30 years at Fortune 500 companies, I feel I could have helped my project teams be more successful using the insights from Sarah's book and workshops. Everyone encounters difficult people and she provides a game plan that puts the issue into perspective and provides practical steps for resolving it." ~Pam Rettig, CPCAn excellent teacher and gifted communicator, Elliston presents the concept that difficult people don't know they are difficult. Not only was this an eye opener for me, but a heart and mind opener as well. I found the self-guided exercises, examples, and recommendations for my difficult-people-interactions to be powerful and effective - so much so that I'm buying copies for every office in our organization.Â ~Kim Brown, Counselor, Faster EFT PractionerSome authors write about an issue.Â Sarah Elliston lived this book.Â And on top of that, she has studied her significant issue.Â She has worked with some of some of the top minds in Psychology and Personal Growth.Â The authenticity and her integrity are on every page.~Dr. Sidney B. Simon, Professor Emeritus, Psychological Education, The University of Massachusetts, AmherstInÂ Lessons From A Difficult Person Â Sarah Elliston never promises you that dealing with difficult people will be enjoyable or fun. What she does is give you a concise, systematic plan for having a most important conversation with a difficult person in your life. The lessons in this empowering book unfolds as Sarah shares her courageous examination of her own life as a difficult person. We learn that difficult people are often unaware that they're difficult and unaware of the impact of their behavior on others or their self. The lessons give insight into human basic needs and emotions and are based in a in-depth understanding of Choice Theory Psychology. The lessons also offer hope and resolution. Beyond the lessons, Sarah guides you through practical exercises that prepare you for a successful conversation. These You Can Do It exercises derived from Reality Therapy help formulate the conversation that betters the relationship for you and the difficult person. When an insider expert offers me lessons, I take them and take them seriously. I highly recommend that you do, too.~Lucy Billings Robbins, Sr. Faculty, William Glasser InstituteSarah Elliston draws on a lifetime of experience and courageously uses her own story to present ideas well timed for use in our current society. Her eminent descriptions of personal events and anecdotes offer skills and techniques readily adaptable and usable. The lessons learned can be implemented immediately by the reader. Individuals can use the ideas to draw closer to the people around them and thus deal with the behavior of others in ways that are empathic but not passive, assertive but not aggressive, and most of all in ways that are engaging and positive.~Robert E.

The methods I offer end the trauma and the drama, and minimize the possibility of confrontation. She gives YOU the ability to take a strong, positive, confident--yet compassionate--stance with the "difficult person"--whether that is a relative, coworker, friend, one of your children or anyone else for that matter. Elliston offers: How to identify the ways to talk to a difficult person -- without drama-- that will lead to changeThe true incentives to help people changeHow to make real the consequences of the difficult person's action--both to him and to those impactedHow to increase success through belongingHow to identify areas in yourself that are triggered by the difficult person so you can neutralize those hot buttons, and communicate without judgment I've provided a proven script for peacefully transforming the difficult person's behavior and the environment--or getting that person to move on. You'll find the tools for a successful change conversation with a difficult person. For more information, visit [sarahelliston.com](http://sarahelliston.com)

If anyone in your life is prone to difficult behavior or attitudes, consider reading this book. Inside you'll find wisdom and practical exercises to help establish effective communication. Sarah herself was over 50 years old when she discovered she was a "difficult person," thanks to the caring boss who "woke her up." Can't imagine a workplace or family who wouldn't benefit from reading and practicing the suggestions offered in these pages.

This is an inspiring read for those who know a "difficult" person or even suspect they might fall into that category themselves. What I most enjoy are the stories Elliston tells about herself to show how she became a difficult person in her family, at school and later as a professional workshop leader. By revealing her own weaknesses, she demonstrates to the reader a way to begin a similar journey to overcome unproductive or disruptive behavior. She shows how to look with empathy at a difficult person's flaws with the goal of helping rather than judging that person. Her writing flows smoothly from role-playing anecdotes to specific exercises for the reader to gain self knowledge and skills before speaking to a difficult person.

This is an important book, filled with insights! What I especially liked was how this book helped me to analyze what is going on with difficult people in my life, AND offers ways to help me improve the relationship. It also gave me some insight into myself ( I didn't especially enjoy that part!!) which

also makes this book valuable. I look forward to Sarah/Sam's next book!

I listened to Sarah on NPR in the early afternoon, while driving home. I was so intrigued, I purchased this book as soon as I hit my driveway. It did not disappoint! A quick read (I finished in a couple hours), gave me a new point of view on a "difficult" family member. And great steps/phrasing to use. I look forward to her next book

it well beyond my expectations, and those were high to begin with. It was courageous, right up front, personal bravery to the utmost. And then, dozens of really useful tools to help us out in the real world. Congratulations Ms Elliston. You've written a "Must Read." Dr. Sidney B. Simon, Prof. Emeritus, Univ. of Mass, Amherst.

Good read. I especially liked Sarah's stories. She was so open about the relationships with her family. The book is more than an explanation of how she became a difficult person. It is a manual on change, complete with specific exercises and role playing examples. Her wonderful writing style makes the book easy to read and understand. Sarah's book shares that people have choices in how they choose to behave when Dealing with Difficult People. .

Know a difficult person in your life? This book opened my eyes to an incredible insight of what makes people difficult and how I can help them see their way through life challenges. Sarah, Sam as she prefers to be called, is an exceptional writer, and draws you in to keep wanting to know more. As you get drawn in, chapter by chapter, and using her step by step guide, you too, can help others and yourself, as well. (Find out if YOU are the difficult one.)

This book is filled with great exercises and ideas to help you deal with those difficult persons in your life. Will you change them? Maybe not. But you'll definitely understand them better, be more tolerant of their difficult traits, and greatly reduce your frustrations. The author intersperses her wisdom with examples from her own life. It makes for a fascinating read! Highly recommended

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