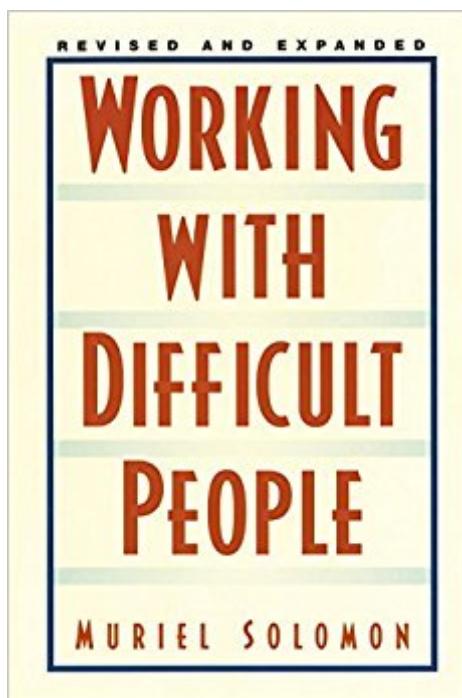


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# Working With Difficult People: Revised And Expanded



## **Synopsis**

Everyone's work day is filled with them--people who frustrate, impede, maneuver, undermine, plot, connive, and whine. This top communications consultant details specific techniques for handling all of them. Easy-to-follow scenarios for every situation are featured in this handy guide.

## **Book Information**

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## **Customer Reviews**

Have you ever agonized over how to handle a bully in the workplace--with pie-in-the-face retribution or a saintly smile? "The 100 people you'll meet on these pages," Muriel Solomon teases in her introduction to this hard-hitting and entertaining guidebook, "should be founding members of E.O.O.--Equal Opportunity Offenders. They show no bias. They are as obnoxious to their bosses as they are to their bookkeepers." But the teasing segues into practical advice for those seeking to do their work in--if not kind circumstances--at least unthreatening ones. Designed as an at-a-glance reference tool, this 10-part guide describes 10 kinds of culprits, from tyrants, bullies, and sadists to the pushy and presumptuous to connivers and camouflagers. Each type is first defined, allowing for a peek inside the heads of both victim and victimizer and offering a helpful strategy for facilitating tactful dialogues that serves as excellent advice for diffusing workplace tensions and hostilities. You may recognize these types as thorns in your side or--worse--real threats to your sense of well-being and work performance. This reference book packs a wallop, not only restoring your self-esteem but allowing you to create better relationships with the people at work who make your life miserable. Working with Difficult People may not disarm the despicable, but it will supply you with the ammunition you need to put the control back in your camp. --This text refers to an out of print or

unavailable edition of this title.

Muriel Solomon has been working in communications for over 35 years. She teaches to companies throughout the USA, and wrote a syndicated column for the "Miami Herald "for many years.

Muriel Solomon speaks about the issues between people within the workforce and how one can face these issues. Whether it is bosses, colleagues or subordinates, there are ways to prevent catastrophic issues from getting worse. Solomon does elaborate plenty about what types of individuals we might face. There are different types of people, such as sadists, perfectionists, worriers, intimidators, etc. There are many other types that exist. These workers can make it rather difficult to have a comfortable work zone. It makes it real unpleasant to put up with this almost every day when we go to work. Solomon discusses how it is crucial to speak up about these types of situations. Solomon strongly believes that communication is vital and without it can critically jeopardize us within the workplace. Individuals, though, do not like to approach and confront these issues because we do not like confrontation. We as human beings do not enjoy it. Solomon does help us by giving info on how to approach the offender without actually being the attacker. By being mature, concise and clear on the issues, one can confront the issues without heated conflicts. Solomon brings up many great topics, the different types of people, the different types of situations, what one might be feeling, thinking, etc. Solomon informs us what we might be able to see within the situation. He tries to be fair on both sides of the situation. Although he does make very good points where we, the individual, can relate to, Solomon does lack enough evidence to prove his points and to prove that his resolutions might actually be effective. There is not enough evidence to persuade the reader to perform these types of solutions. I feel it lacks to connect with other types of crucial research. One cannot be too connived with this type of info. I feel it speaks too much on opinion rather than fact. Although it might not contain too much information that can be proven by facts, I would still recommend this book because it shows the reader what types of people really exist within the workplace. Solomon lets the reader be aware of all the types of people that can be lurking within our own jobs. Somehow we can makes connections to all this and gives us insight on how the world can actually be. Still, Solomon has to be more persuasive by connecting other types of research with his own. It is often difficult to see this work as effective when it seems to be of opinion. Solomon has very great information but has some flaws for it to actually be useful. I am not belittling his writing for he has plenty of true things to say but if there were supportive evidence within his book it would be perfect. Working with Difficult People has plenty of potential to be better

than what we think it is but falls rather short in some aspects. It is a good book, though, to put Solomon's opinions within one's own.

The book titled "Working with difficult People" written by Muriel Solomon should be an obligated reading for people before they start a labor life. First let see who is the author, Muriel Solomon has been working for over 40 years in the communication field. She teaches her "Strategic Talking" method to companies around the United States as also have wrote for the Miami Herald (Solomon, 2002). The simple fact of been working over 40 years gives her the authority to write a book about interpersonal relations at work. Her book can be described as a manual to deal with complicated co-worker going from superiors to subordinate. The book is divided in to 10 short chapters and at the end of the 10th chapter presents a summary with hypothetical situations and its possible answer; the summary is presented in a test format with multiple optional answers for the reader. The book is certainly easy to read, reader do not need to have any previous knowledge to understand the vocabulary. Each chapter present a type of conflictive personality/behavior followed with the description of that behavior, next present the problematic since your perspective, after that present the perspective from the difficult person's side. After dilemma became clear the author present a strategy to resolve with simple steps to follow and finally a hypothetical dialogue between you and the co-worker; at the end of each personality the author gives you a tip to deal with the problematic. The situation illustrated in the book are very common circumstances at work, some examples of the co-worker behavior presented are how to deal with: enviers, intimidators, rule benders, slave drivers, worriers and perfectionists. It is important to mention that the writers try to cover as much as possible all the types of working relations, she include problems with bosses, co-worker, and subordinates. The author emphasizes in the problematic that affect the job performance with a limited mention to interpersonal relations out of work; however many of the situation presented in the book are applicable to non-working situation. The tactic and tips described in the book can help to deal with everyday conflict at home with the family, with friends and in general with people we coexist. In the book the author suggests a strategy to deal with each behavior, the solutions contemplated are very specific with phrases and much emphasis in the attitude to deal with the co-worker behavior. The techniques and strategies are well explained by the author, however I think the writer is missing one part, our own behavior, the book only emphasizes in the others behavior but do not mention noting about what foster that behavior. Nevertheless the omitted side of our own behavior, the guidelines is very clear and easy to follow. To resume I can say is a good book to read, the information presented in the book is very

clear, is appropriate for a wide style of jobs and depicts the people's behavior with clear examples that we can feel related easily .

So I bought this book for roughly \$9. I got it with some gunk all on the cover and a \$2.00 price sticker on the cover! Wtf! way to oversell it.

This book gave me a better insight on how to work with difficult people while maintaining my focus.

who doesn't work with difficult people

Great, thanks!

Everybody needs to read this book !!!

Although most of the information in this book you should have learned from your parents, many of us did not and it still is in my library for a reference today.

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