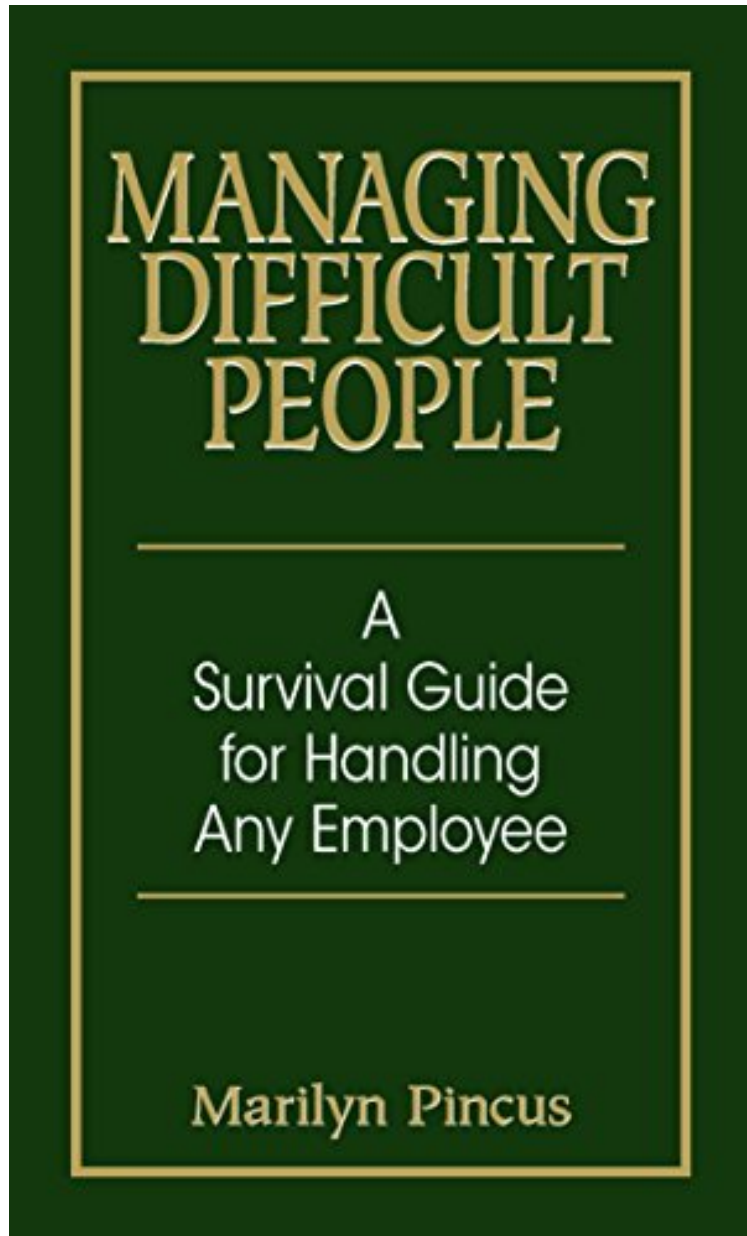


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Managing Difficult People: A Survival Guide For Handling Any Employee

Marilyn Pincus

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Don't Let Negaholics Rule Your Workplace!As a manager, you're sandwiched between the pressure of senior executives and the demands of your own staff members. The last thing you need is an unruly employee whose chronic "negaholic" attitude upsets your office and affects the morale of your entire staff.Managing Difficult People gives you the tools you need to cope with all kinds of difficult employees. From sneaky slackers to resident office tormentors, this handy guide cuts to the chase, helping you identify and deal with specific personality types such as The Bully, The Complainer or Whiner, The Procrastinator, The Know-It-All, The Silent Type, The Social Butterfly, The "No People Skills" Person, The Rookie, The Overly Sensitive Person, and The Manipulator.

About the AuthorMarilyn Pincus is an author and consultant to management who has written for many publishers of business information. She writes policies, procedures, and specialty material for the Arizona Aerospace Foundation, the Tucson Osteopathic Medical Foundation, and other clients. Her books spotlighting business success skills have been published in eight languages. She is a member of the International Association of Business Communications and Toastmasters International. Ms. Pincus is a resident of Sun Lakes, AZ.