



Managing Difficult Interactions: Expert Solutions to Everyday Challenges (Pocket Mentor)

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In the business world, confrontations are inevitable -- whether they're with your employees, peers, bosses, or even suppliers and customers. Ignored or handled badly, confrontations can damage workplace relationships and ruin careers.

This volume helps you master the art of effectively managing difficult interactions. You'll learn how to:

- Determine which confrontations are worth an investment of your time and energy
- Understand and manage the strong emotions that can arise during confrontations
- Design solutions that meet all stakeholders' needs
- Coach your direct reports to resolve confrontations productively

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