

# Calsaga Handling Difficult People Answers

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this book is a practical introduction to dealing with difficult people the focus is on understanding how you interact with difficult people what makes them tick and the skills you use to change these encounters for the better

this handbook features a collection of concise guidelines essential points and simple straightforward answers to difficult management questions some issues discussed include making the transition from staff to manager gender issues managing your boss how to create a team and make it work managing interruptions and dealing with difficult people presented with humor and brevity this text is an essential addition to every nurse manager's library

first published in 2001 routledge is an imprint of taylor francis an informa company

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john c maxwell shows you the principles of leadership taught in god s word and how to use them whether you are an employee a boss a parent or a neighbor you are a person of influence in your part of the world throughout the pages of scripture john maxwell has assembled the time tested and irrefutable biblical principles of leadership to equip and encourage leaders with his signature approach including the 21 laws of leadership the 21 qualities of a leader biographical profiles and hundreds of notes features include now available in the niv comfort print typeface over 120 profiles in leadership lessons drawn from the people of the bible hundreds of compelling short articles and notes on mentoring and influence a complete reference index to the 21 laws of leadership and the 21 qualities of a leader clear and readable 10 point print size

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