



# Dealing with Difficult People (Creating Success)

*Roy Lilley*

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Moaners, fault finders, manipulators - these are just a few examples of the difficult people we put up with at work. However by understanding their motives and individual behaviours you can learn to manage aggression, avoid awkward situations and keep your cool. This second edition of the best-selling Dealing with Difficult People includes a brand new chapter on dealing with difficult people in the digital sphere. It provides the tools and techniques you need to get the best out of the worst, including how to deal with difficult customers, advice on beating bullies at their own game and how to deal with a boss who drives you barmy.

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