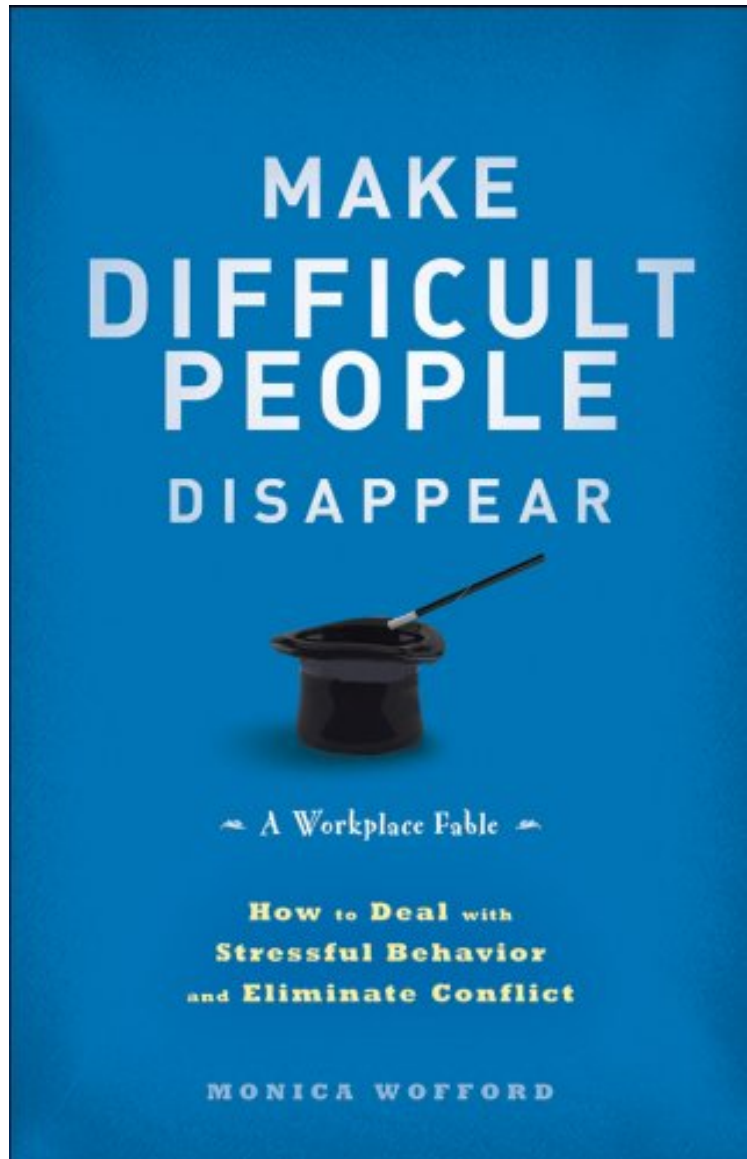


Make Difficult People Disappear: How to Deal with Stressful Behavior and Eliminate Conflict

Monica Wofford

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Monica Wofford : Make Difficult People Disappear: How to Deal with Stressful Behavior and Eliminate Conflict before purchasing it in order to gage whether or not it would be worth my time, and all praised Make Difficult People Disappear: How to Deal with Stressful Behavior and Eliminate Conflict:

3 of 3 people found the following review helpful. Indirect, Wordy Padding of Basic (But Useful) InformationBy EC TWI found the tone of this book condescending. There is absolutely information, but it is hidden in a lot of fluff.

Here's how I see it: The author, most likely a trainer herself, writes from the perspective of an incredibly self-aware attendee at one of her training sessions. This attendee constantly remarks at how helpful the training is for solving all of the personal and professional problems she has in her life. She zones out for long periods of time, leading one to believe that large swaths of the material covered isn't worth writing about. Maybe I'm too much of a "Commander" to enjoy this book, but I do not appreciate some of the language that Ms. Wofford uses to describe adults. Interested employees at the training tilt their heads like "curious puppies." The trainer was hungry, so she "mimicked a fish" with her mouth opening and closing. It's silly. Yes, you need to understand that there are various approaches to managing and doing business with different personality types. The "CORE" method provides an interesting, basic framework for dealing with certain personalities. Unlike other reviewers, I found the way in which Ms. Wofford transmitted this very basic system boring and frustrating. I had to dig to find something useful, and that was not what I was looking for in this book.

1 of 1 people found the following review helpful. Very easy book to read
By Karen Amos
Easy to read with some good perspectives. This book made me laugh at myself many times and relax towards others. It aims at giving one an understanding of different personalities within yourself and others. Through that understanding, the annoying aspects within oneself and of others becomes more clear as to why and therefore more tolerable. It has changed my attitude in a positive way allows me to accept myself others. I have read other books about different personalities but this one hit home more. It is written through the eyes of a learner who, I think, is a great choice because she is the type of person that I have constantly found the most unthinking, dominating therefore difficult type of person. It was good to see if from the human aspect of this learner making her easy to relate to. I intend to keep this book handy for when I feel annoyed or frustrated about people and the different personalities (especially those who are different from mine) and therefore need to remind myself about understanding them, so I may relax and accept them for who they are.

0 of 0 people found the following review helpful. I liked this book.
By dkI
I purchased this book for obvious reasons (see title) and found each chapter to be informative, easy to read, and useful. When I was done with the book, I was better able to understand that others were dealing with their own baggage and experiencing the world in their own frames of reference. Wofford has four categories and they ring true. Want to get along with other better at work and at home and on the way to work, well this book won't fix your problems (since if you are like me, you realize YOU are the difficult one!), but it will give you a chance to consider your life experiences from a slightly different perspective AND that just might fix your problems! Thanks, Ms. Wofford!

Save your organization by building the skills to deal with difficult people We all have to work with people we can't stand to be around. Our challenge is to find creative ways to handle these difficult people. In the fable *Make Difficult People Disappear*, the skills and strategic plan needed to change your mindset are told through a clear, concise story. By first understanding the four main personality types in the workplace, Commander, Organizer, Relater, and Entertainer, readers can then devise effective strategies for diffusing unproductive and damaging behavior. This book serves to change the mindset and behavior of people who deal with difficulty on a regular basis. Wofford describes how through understanding our behavior differences and natural reactions to stress, that utilizing a plan based on these differences the difficulty simply seems to disappear. Advises everyone from frustrated executives to entrepreneurs tired of dealing with difficult people who suck the life out of their organizations. Complete with a step-by-step action plan, *Make Difficult People Disappear* serves to replenish your confidence and build skills in leading those who until now you didn't know how to manage and felt there was no choice but to continue to deal with or ignore.

From the Back Cover
Praise for *Make Difficult People Disappear* "Make Difficult People Disappear goes beyond personality profiles and difficult peoplehellip;It's a must-read for leaders wanting to improve themselves, their teams, and their organizations." ndash;Phillip Vincent, Field Enablement Lead, LATAM, Canada, Microsoft Corp. "If your focus is on developing a strong team, improving your guests' experience, and reducing your own leadership stresshellip;read this book." ndash;Terry Prather, president, SeaWorld Orlando "Have you ever wondered if you are the difficult person that others want to make disappear? If so, this engaging fable is for you. It will help you identify traits and actions in your own life and produce dynamic, fully functioning teams within your organization." ndash;Michael Mowdy, CLU, ChFC, Agent, State Farm Insurance "Everyone has at least one person they wish would disappear. Exit Houdini, enter Monica. Monica has crafted the answers that you can use the minute you buy, read, and implement this book." ndash;Jeffrey Gitomer, author of *The Little Gold Book of YES! Attitude* "A wise bit of advice from a woman who knows what she's doing when it comes to leadership!" ndash;Imad Raad, Ground Safety/Security Manager, Royal Jet Group "The journey up the corporate ladder can be filled with difficulty labels, particularly for women. But, this book finally proves that it isn't all about gender or position, but who we are and what we say, Four words: BUY IT. READ IT." ndash;Kathleen Leischen, Sr. Director of Marketing Research, Office Depot

About the Author
Monica Wofford, CSP, is the CEO of Contagious Companies, Inc., a training and consulting firm specializing in the transformation of managers from those promoted, but perhaps not prepared, into high performing leaders. Shersquo;s had the privilege of working with organizations such as Estee Lauder, the United States Mint, the FAA, SeaWorld, and the Department of Education, and has engaged audiences in all fifty United States and seventeen

Countries. When not serving clients and leading her own team, Monica is an active member of the National Speakers Association and the International Society for Performance Improvement.