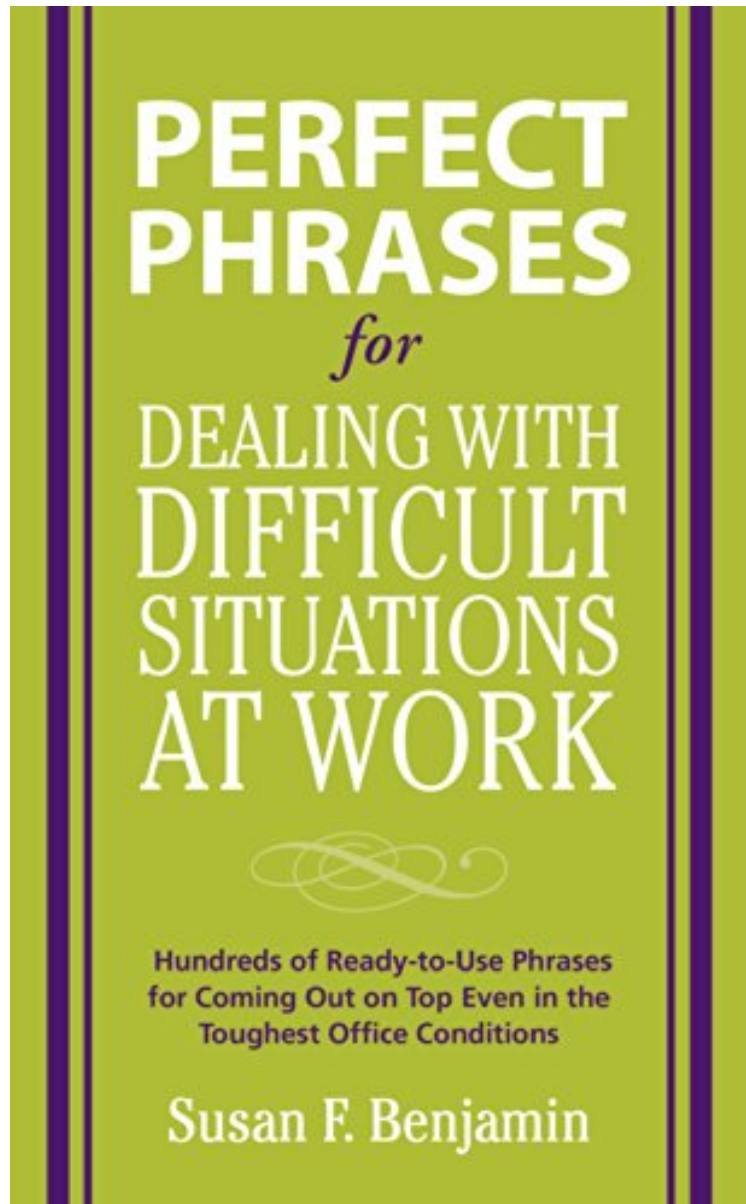


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## **Perfect Phrases for Dealing with Difficult Situations at Work: Hundreds of Ready-to-Use Phrases for Coming Out on Top Even in the Toughest Office Conditions (Perfect Phrases Series)**

*Susan Benjamin*

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purchasing it in order to gauge whether or not it would be worth my time, and all praised Perfect Phrases for Dealing with Difficult Situations at Work: Hundreds of Ready-to-Use Phrases for Coming Out on Top Even in the Toughest Office Conditions (Perfect Phrases Series):

1 of 1 people found the following review helpful. Dealing With Difficult Situations is Reality of AdultingBy Zachariah Atteberry, CCBCHow do you avoid difficult situations at work and avoid them completely? You perhaps are thinking about that right now. Then the reality sits in that there really is no way to avoid difficult situations unless you hide in your office all day. Much like some people new to the work environment, I had no idea what I was doing. I jumped to conclusions and blamed people. If I found someone was gossiping, I told them to take a hike. What I found out that I was doing was only making people hate me and avoid me. I made more enemies than friends. So what should you do? Well, a lot. For starters I should have approached situations of gossiping in a way that was less critical and open to hearing what they had to say. Most people are just angry and want to spout information at someone so they can get it off their chest. It can be as simple as you forgetting to file a piece of paperwork away which led to the employee rambling on about you to another employee. Talking to the person and listening to their thoughts will relieve your stress and their stress because you do not have to build stress all day about why they said what they did. You two can work on the situation as a team. Identify why you forgot to file the paper work... was it due to being too busy due to inadequate amount of people, not having a good spot, etc? Fixing difficult situations is more about being open to what people have to say and involving them as part of the team to solve the problem they have or issues they have with you by clearing up false information. 16 of 17 people found the following review helpful. DisappointedBy Steve GNah, don't bother. I mean, if you've never ever read any kind of office politics or career self-help or leadership books before, some of these phrases might open up your eyes to a different way of dealing with situations that come up at work. Overall though, I found the phrases a little too slow and obvious, and I don't think you'd want to repeat them verbatim in most situations. I was a little surprised at the sections on sexual harassment and the like - they sort of changed the nature of the book, and were pretty much geared toward women. I expected the book to be more about navigating dangerous political waters at a higher level, but found the book to focus too much on HR-type issues that might be more applicable to less senior office workers. If the subject of this book or its title appeals to you, I'd recommend checking out Secrets to Winning at Office Politics: How to Achieve Your Goals and Increase Your Influence at Work and Change Your Questions, Change Your Life: 10 Powerful Tools for Life and Work (BK Life (Paperback)). "Perfect Phrases" or any of these corporate stooge self-help books might (and should) make you vomit a little when you read them, and so do my recommendations, but if you're going to work in an office anyway, this is good stuff to know if you want to get anywhere. 0 of 0 people found the following review helpful. Great SeriesBy AdministratorThis series of books provides quick ideas for every situation. If you are busy and find yourself stuck they are worth the money.

The Right Phrase for Every Situation . . . Every TimeWNo matter how much you love your job, you will inevitably run into difficult situations on the job that test your ability to keep your cool. Written by the author of Perfect Phrases for Dealing with Difficult People, this handy reference of ready-to-use phrases will help you avoid disasters, steer clear of sticky circumstances with coworkers, and leave you in control. If you're asked to give an impromptu presentation or you accidentally send a personal e-mail to your boss, you'll have the best words for every situation, including: Handling criticism and being heard criticizing Picking up the ball when someone else has dropped it Getting credit for your project when an associate takes the praise Deflecting a flirtatious client or coworker Filled with phrases for every mistake, mix-up, and mishap, this guide will become your best friend in the workplace. There are no difficult situations . . . when you have Perfect Phrases.

From the Back CoverThe Right Phrase for Every Situation . . . Every Time WNo matter how much you love your job, you will inevitably run into difficult situations on the job that test your ability to keep your cool. Written by the author of Perfect Phrases for Dealing with Difficult People, this handy reference of ready-to-use phrases will help you avoid disasters, steer clear of sticky circumstances with coworkers, and leave you in control. If you're asked to give an impromptu presentation or you accidentally send a personal e-mail to your boss, you'll have the best words for every situation, including: Handling criticism and being heard criticizing Picking up the ball when someone else has dropped it Getting credit for your project when an associate takes the praise Deflecting a flirtatious client or coworker Filled with phrases for every mistake, mix-up, and mishap, this guide will become your best friend in the workplace. There are no difficult situations . . . when you have Perfect Phrases. About the Author Susan Benjamin has brought communications issues to the nation for almost 20 years. Publications from the Wall Street Journal to the Chicago Tribune have featured Susan's novel approaches while her opinion pieces on language-related issues have appeared in USA Today, the Philadelphia Inquirer, the New York Daily News, Government Executive and countless others. Her books include Words at Work, Quick and Painless Business Writing, and Instant Marketing for Almost Free. As a consultant, she has trained countless employees on the most advantageous way of addressing

difficult people and circumstances in the workplace; and has written numerous how-to sheets and style guides, as support.