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Titolo	Deal with difficult people : how to cope with tricky situations in the workplace
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ISBN	1-282-96014-8 9786612960147 1-4081-3491-8 1-4081-2810-1
Edizione	[Revised edition.]
Descrizione fisica	1 online resource (95 p.)
Collana	Steps to success
Disciplina	658.3045
Soggetti	Problem employees Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover Page; Title Page; Copyright Page; Table of Contents; 1 Handling office politics; 2 Coping with a difficult boss; 3 Dealing with bullying or harassment; 4 Dealing with discrimination against you; 5 Preventing discrimination; 6 Managing addictive behaviour; 7 Managing poor performance; 8 Thinking around problems; Where to find more help
Sommario/riassunto	While we'd all like a quiet life, there are some situations that can't be ignored - a survey by Staffordshire University Business School estimated that 53% of us will be bullied at work at some point during our working life. In offices, workplace bullying is on the rise and discrimination is commonplace. Key customers are ever more demanding, won't take no for an answer and aren't afraid to tell you so. This fully revised and updated Steps to Success title offers solutions and step-by-step advice on a wide range of contemporary issues, from how to defuse tense situations, to where to turn if y