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Autore	Kravitz S. Michael
Titolo	Managing negative people [[electronic resource] ] : strategies for success // S. Michael Kravitz
Pubbl/distr/stampa	Menlo Park, Calif., : Crisp Publications, c1995
ISBN	1-4175-2067-1
Descrizione fisica	1 online resource (86 p.)
Collana	A fifty-minute series book
Disciplina	658.3/045
Soggetti	Negativism Personality and motivation
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 72).
Nota di contenuto	<p>""OTHER CAUSES OF NEGATIVE, DIFFICULT PEOPLE""""VALUES-DRIVEN MOTIVATION""; ""SELF-ESTEEM""; ""ATTITUDES""; ""Self-Esteem and Attitudes""; ""Self-Esteem and Attitude Assessment""; ""Assessment Interpretation""; ""NORMS""; ""Summary""; ""SECTION II Dealing with Negativity""; ""DEALING WITH OTHERS""€? NEGATIVITY""; ""SKILL #1: Avoid Personalizing""; ""SKILL #2: Use a€œla€? Messages""; ""SKILL #3: Deal with Their Anger""; ""Breathe Slowly and Regularly""; ""Speak in a Calm Manner""; ""USE THE UAR PROCESS""; ""Deal with Their Anger""; ""Remove Yourself from Irrational People""</p> <p>""SKILL #4: Confront Negative Conflict""""SKILL #5 Turn Things Around""; ""Using Opposite Statements""; ""Asking What Can Be Done""; ""WHEN YOU ARE THE NEGATIVE PERSON""; ""SECTION III Understanding Negatorsa€? Styles""; ""NEGATOR STYLES""; ""Identifying Negator Styles""; ""NEGATOR STYLE QUIZ""; ""Interpretation""; ""The Most Difficult Negator Styles""; ""Personal Style and Ability to Deal with Negators""; ""MATCHING COMMUNICATION STRATEGIES""; ""SECTION IV Overcoming Negativity Using the BEEP System""; ""TURNING UNDERSTANDING INTO ACTION""; ""BE BOLD AND ASSERTIVE WITH NEGATORS""</p> <p>""EXPRESS THE PROBLEM AND SOLUTION CLEARLY""""STEP 1: Describe Behaviors and Determine Causes""; ""Evaluate the Causes""; ""STEP 2: Develop Solutions and Prepare a Script""; ""PREPARE A SCRIPT IN ADVANCE""; ""Preparing a Script""; ""EXPECT TO ACHIEVE YOUR</p>

GOALS"; "Goal Achievement Assessment"; "Scoring and Interpretation"; "PRACTICE POSITIVE THINKING"; "The AM/FM Approach"; "An Everyday Example"; "Tune in to Your Own a €œPositivitya€?"; "Personal Worksheet for Positive Thinking: AM/FM Process"; "Practice Makes It Perfect"; "SECTION V Developing Your Action Plan"  
"BUILD YOUR POSITIVITY MUSCLES""Positivity Building Survey"; "Scoring and Interpretation"; "Practice the Diamond Rule"; "Personal Needs Survey"; "Increase Relaxation"; "Scheduling"; "Experiencing Pleasant Events"; "Natural Ways to Feel Good"; "Taking Care of Your Body Through Diet and Sleep"; "APPLY YOUR KNOWLEDGE"; "REFERENCES"; "Organizations:"; "Publications:"; "Assessment Instruments:"

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