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Autore	Kravitz S. Michael
Titolo	Managing negative people : 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 OTHERSa€? 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: Confornt 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 GOALS""; ""Goal Achievement Assessment""; ""Scoring and</p>

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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Sommario/riassunto

Negative people are more likely to be dissatisfied with their lives and jobs, leading to increased absenteeism and lowered productivity. This book has activities and exercises to help readers cope with negativity in others and make their own work more satisfying and productive.

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