

Dealing With People You Can't Stand: How to Bring Out the Best in People at Their Worst

The classic guide to bringing out the best in people at their worst—fully updated for a world that's meaner, nastier, and more polarized than ever. Today, new technologies, the increased role of social media, and the ubiquity of remote work have resulted in more polarized workplaces, the breakdown of social mores, and downright rude behavior. These days, it seems like there are more people we can't stand—not fewer—and, too often, if we aren't yelling at each other, we've just quit talking altogether. The global bestseller *Dealing with People You Can't Stand* has been helping people make the best of tough situations for nearly three decades, and this new edition has been fully updated to address the needs of our time. You'll learn how to get along and get things done when you're dealing with people who have the uncanny ability to sabotage, derail, and interfere with your plans, needs, and wants. Brand-new chapters cover: - Narcissism - Polarization - Remote work - Meetings - Video communication - Social media communication - Communicating with relatives. The authors explain how to use sophisticated listening techniques to unlock the doors to others' hearts and minds; turn conflict into cooperation by reducing the differences between us; and mitigate the destructive behavior of all types of difficult people. Whether you're dealing with a manager who won't let you get a word in edgewise in a virtual or hybrid meeting, a coworker who holds beliefs you find extreme, a family member who doesn't respect your boundaries, or trolls on social media, *Dealing with People You Can't Stand* provides the tools for bringing out the best in people at their worst.

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