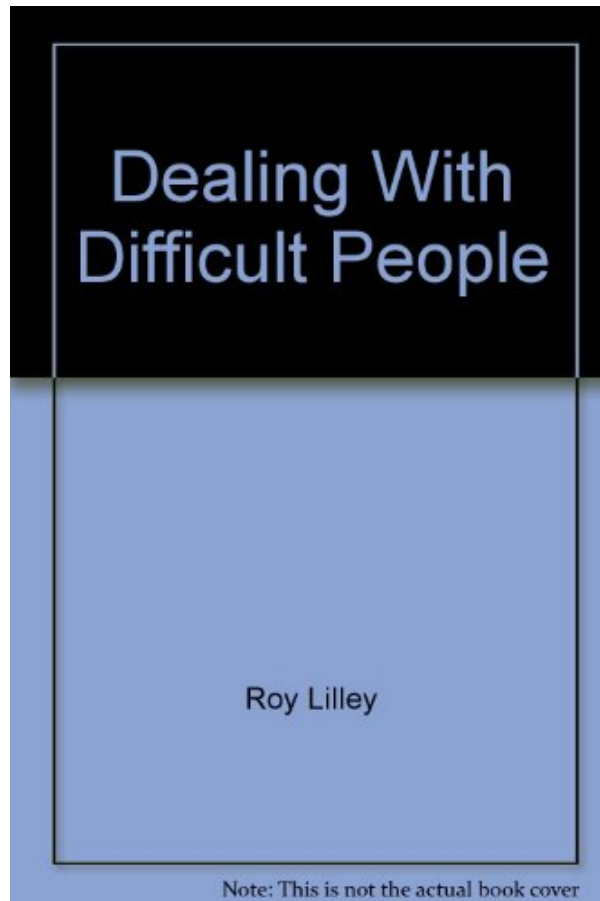


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Quick to read, good pointers

By Ravi C.

This was a worthwhile and short read, primarily meant for workplace hassles. Lilley pulls out the best points from other authors, especially Bramson's *Coping with Difficult People*. I liked the brevity of this book, compared to *Dealing with People You Can't Stand: How to Bring Out the Best in People at Their Worst* - that book was helpful for its breakdown of intentions (get it right, get it done, get along with others, get appreciated), and what happens when these are frustrated. I liked reading *The Complete Idiot's Guide to Coping with Difficult People* which had a more psychological focus and had good insights. Bramson's book *Coping with Difficult People: The Proven-Effective Battle Plan That Has Helped Millions Deal with the Troublemakers in Their Lives at Home and at Work* seemed to me the best in the category.

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