



THE SUNDAY TIMES

泰晤士报商务版

成功 沟通高手

Dealing with Difficult People

- ★ 轻松地处理人际关系
- ★ 处理难以解决的投诉
- ★ 对付容易挑起事端的人
- ★ MANAGE CONFLICT
SUCCESSFULLY
- ★ HANDLE COMPLAIN
- ★ DEAL WITH DIFFICULT PEOPLE

● 罗伊·利雷

● Roy Liley



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**Dealing with
Difficult people**

成功沟通高手

罗伊·利雷 著

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about this book

This is not a book to be read from cover to cover. It is not War and Peace, although with a bit of luck it will give you some ideas on how to have more peace than war.

It is a book to dip into, look for the character or situation you're having problems with, find a solution, apply it and move on. Life is too short to spend it having a row with people.

This is a book to scribble on the pages, rip bits out and do all the things with that your old school would give you detention for! This is a source book but not a reference book. A book to dive into but not to get immersed in.

This is a book you can use to improve your own performance or use as a source of ideas to work in groups to improve the performance of your team.

If all else fails it is a book just heavy enough to throw at someone who is being really difficult, without the risk of doing them any serious damage!

To the uninitiated, difficult people can the bane^① of your life, a blot on your landscape and a real pain to work with. This book is designed to help you to enjoy difficult people. Once you have the key, you can unlock them, influence them, get them working for you and they'll never notice.

关于本书

这不是一本供你从头读到尾的书。它不是《战争与和平》，幸运的话，它可以向你提供一些方法，帮你减少一些“战争”、争取更多的“和平”。

这是一本供你浏览的书。你可以在书中寻找所遇到的麻烦，找出相应的解决办法，将其应用到现实中，然后继续前进。生命太短暂了，你不能把时间花在与他人争吵上。

这是一本你可以在页面上信手涂写、撕掉其中的几页或对其随便怎么样(虽然如果在学生时期会因此而遭到监禁)的书！这是一本资料书，不是一本参考书。这是一本可以钻研但不要沉溺其中的书。

这是一本用来提高自我表现的书。它是团队工作方法集萃，可以帮助你提高团队的表现。

如果这些目标都无法实现，它至少是一本足够重的书，可以砸向那些真正难以相处的人，而不必担心造成严重的伤害！

对缺乏经验的人来说，难以相处的人会成为生活中的致命因子、美景中的瑕疵、工作中的克星。本书意在帮助你享受与难以相处的人共度的日子。一旦掌握了诀窍，你便可以在神不知、鬼不觉中启发、影响他们，并让他们为你工作。

① bane: 祸害

what else will you find...?



Think about it!

The light bulb will prompt you to think about an idea, spare a thought for a new approach or to take on board something different



Hazard warning

The hazard warnings point out traps and problems for the unwary. They say, 'Beware, get this right, or you're in trouble!'



TIP

These are good ideas, short cuts and ways to cut through the dross^① and the jungle.



The coffee cup says, it's time to read something thoroughly, so make yourself comfortable. Or it says enough is enough, take a break!

你还会发现什么…？



考虑这一点！

小灯泡将促使你考虑一个新想法、尝试一个新方法、采取一些新措施。



危险警告

危险警告为粗心的人指出陷阱和问题。它的意思是说，“当心，改正这个，否则你会陷入麻烦之中！”



这是一些好主意、捷径以及可以帮你从漫无头绪中找到出路的方法。



咖啡杯的意思是，现在该仔细读些东西了，让自己舒服一点吧。或者说，适可而止，休息一会儿吧！

dealing with difficult people

The first rule:

There is no such thing as a difficult person, there are just people we need to learn how to deal with...

The second rule:

Re-read the first rule...

对付难以相处的人

第一条守则：

世上没有难以相处的人，只有需要我们学会如何相处的人……

第二条守则：

再读一遍第一条守则……

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成
功
沟
通
高
手

a short course in human relations

This book is all about dealing with difficult people. Get it? Not difficult situations or difficult issues. It's the people we are focusing on. Certainly difficult people will give you a bad time, horrible situations and awkward^① issues to overcome. However, at the centre of it all are the people. By understanding people, how they tick, what they think and why they act like they do, we can avoid the bad times and horrible situations, and overcome the awkward issues.

The six most important words: *'I admit, I made a mistake.'*

The five most important words: *'You did a good job.'*

The four most important words: *'What is your opinion?'*

The three most important words: *'Would you mind?'*

The two most important words: *'Thank you.'*

The one most important word: *'We.'*

The least important word: *'I.'*