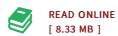




The Gentle Art of Verbal Self-Defense at Work (Paperback)

By Suzette Haden Elgin

Pearson Education (US), United States, 2003. Paperback. Condition: New. 2nd ed.. Language: English . Brand New Book. For some employees, verbal abuse can be the everyday language of doing business. Defending yourself from these verbal abusers--calmly, professionally, and successfully-can be crucial to your on-the-job success. Nationally recognized linguistics expert and author Suzette Haden Elgin applies her acclaimed techniques for combating verbal attacks to common workplace situations. Powerful yet unthreatening, her proven strategies will help you recognize and defend yourself from verbal abuse--everything from casual obscenities and racist or sexist language to sarcasm, cutting jokes, and subtle put-downs. Richly illustrated with fully dramatizes scenarios and real-world examples, Dr. Elgin s communication techniques will help you instantly take control of any verbal confrontation. You ll also learn how to avoid malpractice of the mouth and sexual harassment; communicate sensitively and clearly with non-native English speakers; and project a strong, straightforward, and trustworthy image. You ll find tips for handling sensitive issues via email and voice mail, advice on meeting the communication challenges that face homebased and virtual businesses, and plenty of workouts placed throughout the book to give you valuable opportunities to practice your new skills. The Gentle Art of Verbal Self-Defense...



Reviews

An extremely awesome pdf with lucid and perfect reasons. I was able to comprehended everything using this published e pdf. You can expect to like how the blogger compose this pdf.

-- Miss Peggie Sanford I

Good electronic book and valuable one. It generally is not going to charge an excessive amount of. Its been developed in an remarkably straightforward way and is particularly simply following i finished reading this ebook through which really transformed me, change the way i think.

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