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Phrases of Apology. “ I ’ m sorry if I
seem overly sensitive. ” . “ I ’ m
sorry if I misunderstood your
intent. ” . “ I ’ m sorry that we need
to have this conversation. ” . “ I
apologize if I misunderstood what
happened. ” . “ I regret that I have to
bring this up. ” . “ Please forgive me

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Pow- erful phrases in
communication begin with “ I ” and
include phrases of understanding,

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apology, compromise, resolution,
and reconciliation. “ I ” Phrases.
Phrases known as “ I ” phrases are
the most effective tool for
beginning a conflict-resolution
conversation.

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you work among carbon-copies of
yourself whose personalities never
clash with one another or with you.
That pipe dream could not ever
happen, nor would it result in a
successful team ...

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So below, we 've collated some wonderful quotes from psychologists, spiritual gurus, sages and rappers that will provide some handy advice to know how to deal with difficult people.

“ Knowing your own darkness is

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the best method for dealing with the darkneses of other people.” . – Carl Jung. “ When dealing with people, remember you are not dealing with creatures of logic, but with creatures of emotion, creatures bristling with prejudice, and motivated by pride and

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phrases of compromise, and other
useful words for building
relationships - "Why This Works"

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Incompetent, lazy, spotlight-
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avoidant-there's no end to the
personality challenges that impede
workplace relationships. But

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interacting effectively with 325
employees, colleagues, and bosses
is essential for success.

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freak. The boss who takes credit
for everything. The coworker who
regularly strolls in late and takes
leisurely breaks. There 's no
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With Powerful Phrases for Dealing with Difficult People, anyone can learn how to confront head-on the difficult situations that can arise when dealing with these personalities, before they fester and spread. Helpful features inside this practical and easy-to-use book

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“ There is something powerful in the whispering of obscenities, about those in power. There's something delightful about it, something naughty, secretive, forbidden, thrilling. It's like a spell, of sorts. It deflates them, reduces

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