



How to Deal with Difficult People  
by Gill Hasson

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| Publisher:           | Capstone Publishing |
| Date of Publication: | 2015                |
| Number of pages:     | 189                 |
| Book Club rating:    | 3.75                |
| Reviewed by:         | Samantha Fox        |

**Plot Summary:** (approximately 350-500 words)

“How to Deal with Difficult People” was a very easy read. The author provides various examples and situations for dealing with different types of people, including co-workers and family members.

The book is broken into three main sections.

The first section talks about what a difficult person is, types of difficult people, and whether you could be a difficult person yourself. The second half of the book talks more in depth about how to deal with a difficult person directly. While the third section talks about dealing with *impossible* people.

In the first section the author talks about different types of difficult people. Such as, those who may respond in hostile or aggressive manners, those that are passive-aggressive, and those that are simply passive. The author breaks down these personalities and provides reasoning for these behaviors, helping the reader better understand others’ perspectives.

In the second section, the author goes into more detail on how to handle conversations or situations with certain types of difficult people. There were a few recurring themes in the solutions provided, around communication and confidence. For example, using active and reactive listening to drive conversations, as well as the importance of standing your ground and when it is okay to negotiate.

The final section was short but powerful. It talked about what an impossible person was and that sometimes it is best to cut these people from our lives, rather than trying to maintain a lose-lose relationship.

Overall, the book has a very common-sense approach to dealing with difficult people, but still provides some valuable insights.



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***Book Club Meeting Discussion:*** (approximately 250 words)

Though the solutions the author provides are valid, they may not always be practical or viable in real-life situations. This book may also be more valuable to those who are not great at communication or confrontation. The author mentions some great skills, such as active and reactive listening, that can be used in many different scenarios – not just with difficult people. A lot of the examples the author provides are relatable.

***Personal Comments:*** (approximately 200 words)

The book wasn't terribly engaging but overall, I found the book to be a good read. The author does mention some great tools and techniques to maintain healthy relationships with difficult people. As a young professional that doesn't have a ton of real-world experience dealing with teams and certain types of people, I found the authors recommendations helpful. I can see myself utilizing some of the suggestions/tools from this book in the real world.