

From difficult to disturbed: understanding and managing dysfunctional employees

Miller, Laurence, 1951- , author

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Abstrak

How does an already busy manager deal with people whose personalities are difficult or even seriously disturbed? The answer lies in using practical psychology to understand just what it is that makes them tick, whether it's something as common as being introverted or extroverted ...or something much more serious. From "Difficult to Disturbed" helps readers become better managers by providing insight into both big and small people-problems that can seriously disrupt the workplace if they're not handled correctly. Every workplace is filled with a wide range of personalities. This book gives managers the insight, understanding, and tools they need to get the best from those who present the toughest problems.