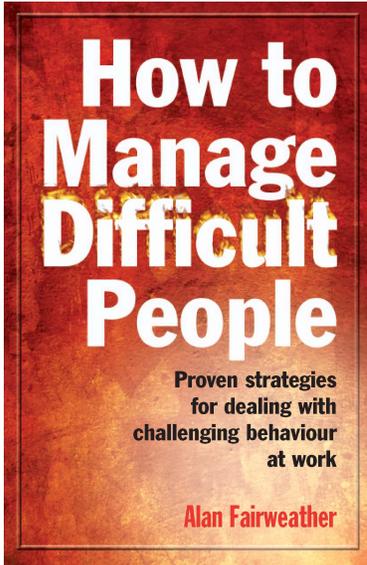


For immediate release

## From colleague to customer – learn how to manage the difficult person in your life



We all have them in our lives, be they colleagues, customers, bosses or neighbors, and they can often make our day-to-day lives seem impossible – but how do we deal with them?

**How To Manage Difficult People** by Alan Fairweather is an essential guide for anyone weighed down by the negative stress that relationships *can* cause.

With case studies, examples and anecdotes, Alan Fairweather shares his 15 years of managerial experience to show you how bad situations can be reversed by applying good listening and strong communication skills.

Alan Fairweather comments, *“We spend between 70 – 85% of our time interacting with other people so no wonder difficult relationships have such a huge impact on our enjoyment of life. Each person is unique; all are complex and often driven by emotion, which in the current recession can run high. This book shows you how to identify and understand awkward and challenging behaviours - and how to manage them.”*

**About the author:** Alan Fairweather worked in sales and customer service and did the job of a manager for fifteen successful years. He is very much aware that, in our job and our personal life, we often face apparently rude, impatient and aggressive people. He now spends his time running seminars and workshops, developing skills on how to handle problem people and situations - and how to come out of them with increased confidence, improved results, and a lighter heart.

***How to Manage Difficult People*** is published by **How To Books Ltd** [www.howtobooks.co.uk](http://www.howtobooks.co.uk) and is available at \$22.00 in major bookshops and online retailers across the USA and Canada. ISBN 978-1-84528-391-9

To arrange an interview with **Alan** or to discuss articles he would be happy to write on this subject, please contact **Katie Read** 011 44 7837 485642

[katie@katierread.co.uk](mailto:katie@katierread.co.uk)

**To receive a review copy, please write to THE US DISTRIBUTOR –**  
Parkwest Publications, Fax 305-256-7816 or Email [mail@parkwestpubs.com](mailto:mail@parkwestpubs.com)