



Biff: Quick Responses to High-Conflict People, Their Personal Attacks, Hostile Email and Social Media Meltdowns (2nd Revised edition)

By Bill Eddy

HCI Press. Paperback. Book Condition: new. BRAND NEW, Biff: Quick Responses to High-Conflict People, Their Personal Attacks, Hostile Email and Social Media Meltdowns (2nd Revised edition), Bill Eddy, We live in an age of rapid change and instant communication. We also live in a Culture of Blame and Disrespect, creating a need to manage our responses to high-conflict people. A BIFF Response can be applied in any communication anywhere -- online, social media, in a letter or even in person. It can be used at work, earning you respect and success. It can help you get along with difficult family members, friends, neighbors and others anywhere in your life. BIFF was designed to protect you and your reputation by responding quickly and civilly to people who treat you rudely, while being reasonable in return. BIFF stands for Brief, Informative, Friendly, and Firm. A BIFF response is easy to remember, but hard to do. It takes practice! This little book gives over 20 examples of BIFF responses for all areas of life--plus additional tips to help you deal with high-conflict people anywhere. This Second Edition includes a new chapter on Coaching for BIFF Responses. Anyone can use this method to help...



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Reviews

Extremely helpful for all group of men and women. it absolutely was writtern extremely perfectly and valuable. Your way of life span will be transform when you complete looking at this ebook.

-- Prof. Trever Torphy

This publication could be worth a read through, and far better than other. This is certainly for all those who statte there was not a worth reading through. You may like just how the author compose this publication.

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