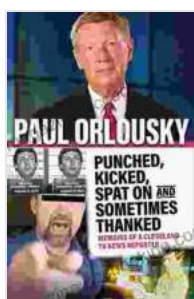


Punched, Kicked, Spat On and Sometimes Thanked: The Ultimate Guide to Dealing with Difficult People

If you've ever worked in customer service, you know that dealing with difficult people is just part of the job. But what do you do when a customer is being unreasonable, aggressive, or even violent? How can you defuse the situation and get the customer to calm down?



Punched, Kicked, Spat On, and Sometimes Thanked: Memoirs of a Cleveland TV News Reporter by Paul Orlosky

★★★★☆ 4.5 out of 5

Language : English
File size : 1688 KB
Text-to-Speech : Enabled
Screen Reader : Supported
Enhanced typesetting : Enabled
Word Wise : Enabled
Print length : 248 pages
Lending : Enabled



In Punched, Kicked, Spat On and Sometimes Thanked, customer service expert Terry Gault provides a step-by-step guide to dealing with difficult people in a professional and effective way. Gault draws on his own experiences working in customer service, as well as the latest research on conflict resolution, to provide practical advice that you can use in any situation.

With *Punched, Kicked, Spat On and Sometimes Thanked*, you'll learn how to:

- Identify the different types of difficult people
- Understand what motivates difficult people
- Develop a strategy for dealing with difficult people
- Defuse difficult situations
- Get difficult people to cooperate

If you're ready to take your customer service skills to the next level, then *Punched, Kicked, Spat On and Sometimes Thanked* is the book for you.

What Others Are Saying About *Punched, Kicked, Spat On and Sometimes Thanked*



“Terry Gault has written the definitive guide to dealing with difficult people. This book is essential reading for anyone who works in customer service, or who wants to learn how to deal with difficult people in a professional and effective way.” - Forbes



“Punched, Kicked, Spat On and Sometimes Thanked is a must-read for anyone who has ever worked in customer service. Gault's insights are invaluable, and his advice is practical and effective.” - Inc.

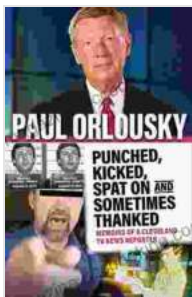


“Terry Gault is the customer service guru. His book is a goldmine of information for anyone who wants to learn how to deal with difficult people.” - Entrepreneur”

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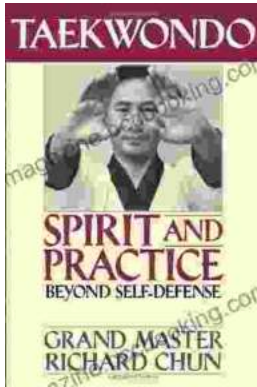


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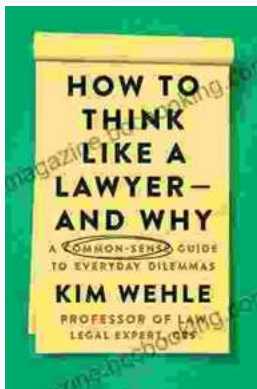
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