Contents

Introduction 1

Part 1: Successfully resolving tricky conversations 5

Chapter 1	Conflict for beginners 7
Chapter 2	Identifying how you relate in tricky conversations 17
Chapter 3	Back-stabbers 27
Chapter 4	Blamers and Whingers 43
Chapter 5	Bullies and Tyrants 58
Chapter 6	Controllers and Gaslighters 74
Chapter 7	High and Mighties 94
Chapter 8	Avoiders 109
Chapter 9	Competitors 124
Chapter 10	Poor Communicators 138

Part 2: Help for everyone – including tricky people 151

Chapter 11	If the tricky person in your life is you 153	
Chapter 12	Workplace politics - a survival guide 157	
Chapter 13	Tricky conversations and relationship patterns 1	64
Chapter 14	How to make a tricky person your best teacher 1	179

Author's notes 185 Acknowledgements 187 References 188 Index 189