

FOR IMMEDIATE RELEASE:

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WCW announces that the Handling Difficult People and Situations book is Now Available!

Stillwater, MN, November 2009 - Identify the most difficult people and what drives them. Balance personal beliefs with common goals to achieve progress. Find the right solution for each unique individual and event. Learn the language and the process of cooperation.

Handling Difficult People and Situations starts by helping you assess your current skills and style and then offers techniques to successfully manage difficulties. You'll learn how to:

- Identify the difficult people in your life and understand their motivation
- See how differing beliefs and values can be the source of conflict
- Learn how people are different and how each should be addressed
- Follow a proven process model to achieve success

The customers and suppliers you need to work with effectively may be outside your company or in the next office and you may not always see eye to eye. Even if you have strong interpersonal skills and common goals, conflict can happen. Make sure you know how find common ground, calm emotions and forge a productive path forward.

Read more at www.wcwpartners.com or contact us toll free at 888-313-0514.

Who we are - WCW Partners is a performance improvement company. Based in Minneapolis, Minnesota, we work with clients in a variety of industries worldwide to help them excel in sales, service, and leadership. We have a proven record of helping organizations increase sales and customer retention, while at the same time significantly improve employee retention, engagement, and productivity.

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