



You Can't Talk to Me That Way!; Stop Toxic Language in the Workplace (Hardcover)

Ph.D. Arthur H. Bell (Author)

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What is the number one thing Americans want to change about their work environment? They simply want people to talk to them civilly. Abusive bosses and coworkers not only hurt feelings and morale, they also damage health, productivity, and loyalty, or even make people quit outright. *You Can't Talk to Me That Way!* will be an asset to anyone who has become discouraged, withdrawn, or isolated at work due to verbal attacks, or just as often, been provoked into a shouting match with his or her attacker. Verbal abuse does not include merely being critiqued for poor performance at work. Instead, it is characterized by personal attacks, playing on another's vulnerabilities, and violent acts or gestures. This volume offers expert advice for recognizing such abuse, understanding the abuser and the reasons for the attacks, and finding short- and long-term solutions. You'll find common verbal abuse scenarios and how to cope with or counteract each one. A thorough personality quiz identifies your key traits and the personality types with which you might clash. Read from the point of view of violator or victim, *You Can't Talk to Me That Way!* will help improve relationships in the office and create an environment where everybody can do their best work.

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