



Coping with Difficult People: The Proven-Effective Battle Plan That Has Helped Millions Deal with the Troublemakers in Their Lives at Home and at Work

By Robert M. Bramson

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Blunt a sniper's attack.

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- Sales Rank: #55589 in Books
- Brand: Dell
- Published on: 1988-09-01
- Released on: 1988-09-01
- Original language: English
- Number of items: 1
- Dimensions: 6.88" h x .66" w x 4.18" l, .27 pounds
- Binding: Mass Market Paperback
- 240 pages

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From the Inside Flap

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