



From Chaos to Calm: Dealing with Difficult People Versus Them Dealing With You (Power, Purpose, and Promise of Solution-Focused Communicatio)

Bill Crawford

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Rude, obnoxious, defensive, demanding, arrogant... Ever notice how difficult people bring conflict and complication to your life?

Dr. Bill Crawford's From Chaos to Calm brilliantly explains:

The underlying causes of conflict

How simple disagreements can so quickly turn into a vicious cycle

How you can tap into the internal motivation of "difficult people" so they interpret what you have to say as valuable information

From Chaos to Calm provides a tested and proven plan to deal with conflict more proactively and to interact with people in a way that diffuses conflict before it starts, without ignoring the problem or sweeping it aside. Bill Crawford will help you understand and apply this knowledge to your employers, employees, co-workers, customers, friends, and even family, greatly reducing stress and allowing for better communication.

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