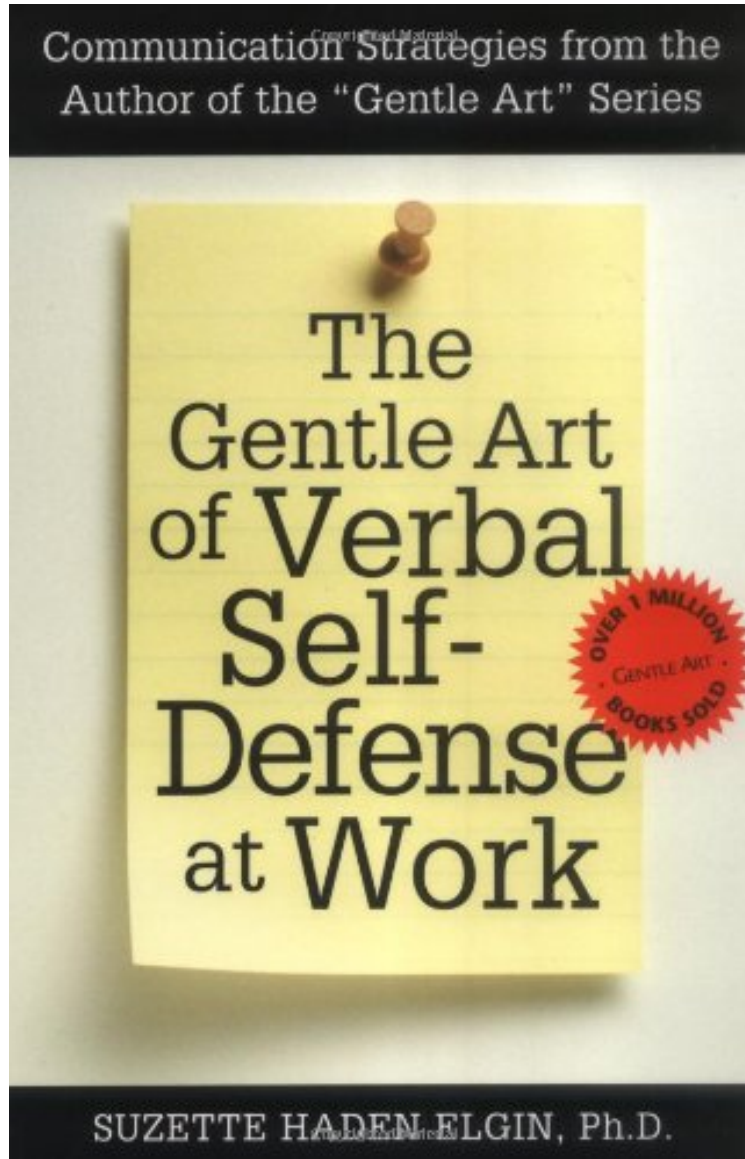


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The Gentle Art of Verbal Self-Defense at Work

Suzette Haden Elgin

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#226152 in Books Suzette Haden Elgin 2000-01-19 1999-12-01Ingredients: Example IngredientsOriginal language:EnglishPDF # 1 9.02 x .96 x 6.04l, .85 #File Name: 0735200890340 pagesThe Gentle Art of Verbal Self Defense at Work | File size: 58.Mb

Suzette Haden Elgin : The Gentle Art of Verbal Self-Defense at Work before purchasing it in order to gage whether or not it would be worth my time, and all praised The Gentle Art of Verbal Self-Defense at Work:

2 of 2 people found the following review helpful. greatBy StarDustTeaches you how to listen before speaking... would recommend to any person who wants to learn how to circumvent and diminish difficult discussions before you

get started. Got someone who gets in your face, this will help set up the discussion with that problematic dialogue and you will be surprised at the increase in the channel of communication; you may end up liking that person. ALSO, if you are the person who gets in other people's face it will help you formulate your critiquing and be more effective. 1 of 1 people found the following review helpful. The Gentle Art of Verbal Self-Defence By sunandshade To me English being my second language the book series of Gentle Art of Verbal Self -Defense were very useful. I did not realise, that subtle verbal aggression is so common. I used some of the techniques described to a very good effect. For people who have never been on the receiving end of this type of passive intimidation probably difficult to comprehend its usefulness. In my opinion to ignore such a form of broken communication only gives the perpetrator the courage to continue. 0 of 0 people found the following review helpful. Five Stars By Sourcing-Gurus Great series of books.

For some employees, verbal abuse can be the everyday language of doing business. Defending yourself from these verbal abusers—calmly, professionally, and successfully—can be crucial to your on-the-job success. Nationally recognized linguistics expert and author Suzette Haden Elgin applies her acclaimed techniques for combating verbal attacks to common workplace situations. Powerful yet unthreatening, her proven strategies will help you recognize and defend yourself from verbal abuse—everything from casual obscenities and racist or sexist language to sarcasm, cutting jokes, and subtle put-downs. Richly illustrated with fully dramatized scenarios and real-world examples, Dr. Elgin's communication techniques will help you instantly take control of any verbal confrontation. You'll also learn how to avoid "malpractice of the mouth" and sexual harassment; communicate sensitively and clearly with non-native English speakers; and project a strong, straightforward, and trustworthy image. You'll find tips for handling sensitive issues via email and voice mail, advice on meeting the communication challenges that face home-based and virtual businesses, and plenty of "workouts" placed throughout the book to give you valuable opportunities to practice your new skills. The Gentle Art of Verbal Self-Defense at Work is your roadmap through the potentially career-threatening minefields of workplace communication.

"... a crash course on just how powerful the English language is—and how easily it can be misconstrued." -- Copley News Service, September 24, 2000 "Her genius is in separating what is meant... from the words that are actually spoken." -- Dallas Morning News, January 23, 2000 "She interweaves lessons agreeably with examples that read like fiction." -- American Way, February 2000 About the Author Suzette Haden Elgin is the author of the bestselling Gentle Art series and The Grandmother Principles. She is associate professor emerita of linguistics at San Diego State University and the author of two linguistics texts, as well as numerous science fiction novels. Founder and director of the Ozark Center for Language Studies, she is nationally recognized for her seminars and public speaking engagements as well as for her appearances on television and radio programs, including Weekend Today and National Public Radio.