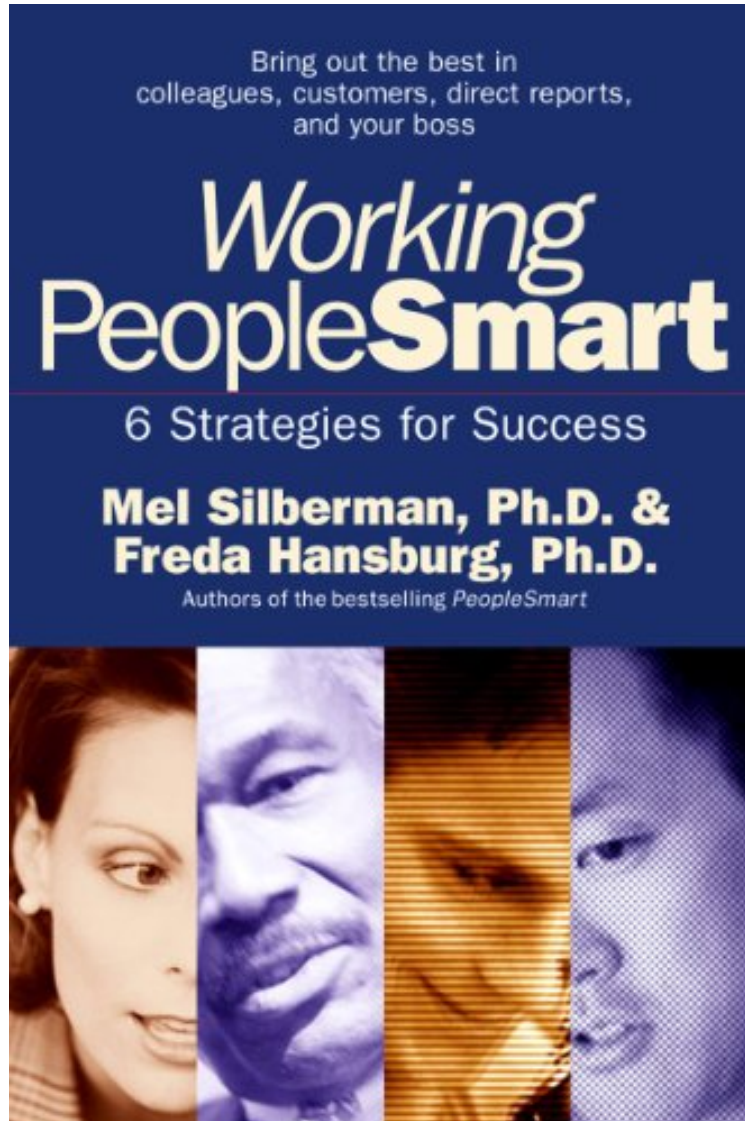


[Download free pdf] Working PeopleSmart: 6 Strategies for Success

## Working PeopleSmart: 6 Strategies for Success

*Mel Silberman, Freda Hansburg*  
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**Mel Silberman, Freda Hansburg** : **Working PeopleSmart: 6 Strategies for Success** before purchasing it in order to gage whether or not it would be worth my time, and all praised Working PeopleSmart: 6 Strategies for Success:

3 of 3 people found the following review helpful. Coaching for Relational SuccessBy Dennis DeWildeFollowing a theme that relationships are at the heart of professional success, the authors of "PeopleSmart" present a coaching book for improving professional interactions. Focusing on six basic strategies for success with four critical constituencies - boss, colleagues, subordinates, customers - the book provides strategy specific coaching tips and advice, and then for each strategy gives situation specific problem/solution advice using a question and answer format.The result is a wealth of great professional relationship advice and wonderful situation specific tips that leaves me wanting a better

understanding of the underlying relational framework. Some of this underlying relational thinking is evident: Look at others from a positive perspective, listen - don't judge, appreciate other's context, care about yourself as well as others, understand yourself, etc. Completion of this framework would have made this book even more useful. Dennis DeWilde, author of "The Performance Connection"

Bringing out the best in others is good business. When we bring both respect and interpersonal savvy to our work relationships, we do more than make people feel good. We enhance personal and organizational performance. And as the workplace grows more complex and competitive, managing our work relationships becomes even more essential and difficult. Now more than ever we need to work people smart. Working PeopleSmart describes the six core strategies used by people-smart individuals and shows how to apply them in the toughest workplace situations. Individuals who are people smart know how to open others up rather than make them defensive or resistant. They have a knack for diffusing tension rather than creating it. They set a good example through their own behavior on the job and can inspire and influence others with less developed skills. Working PeopleSmart can serve as your virtual coach to guide you through difficult work relationships skillfully. How do you deal with a critical colleague? Make your boss listen to you? React to an offensive joke? Get the resources you need? The authors look at over 50 real-life situations and offer people-smart prescriptions for handling them effectively. They provide coaching tips for each scenario and describe exactly what a people-smart response sounds like. As two psychologists with both organizational and clinical expertise, coauthors Mel Silberman and Freda Hansburg are highly qualified to deliver the message that we can emerge from even the toughest interpersonal moments on the job with dignity and grace. Where other books rely on typologies that categorize people according to their interpersonal styles and then offer advice on how to deal with each type, the strategies described in Working PeopleSmart are straightforward and universal. They can be used immediately to deal with any type of person or any situation, no matter how difficult or sensitive.

From Publishers WeeklyThe co-authors of PeopleSmart share tips and strategies for interacting with, relating to and understanding the behaviors of other people in the workplace in order to bring "out the best in others on the job." Focusing on six specific strategies-"be curious rather than furious"; "include the listener rather than talk at him or her"; "speak up (with tact) rather than suffer in silence"; "invite others to be your mirror rather than your blind spot"; "be open to resistance rather than fight it"; and "think we, not me"-the chapters explain how to apply their principles in a variety of workplace situations. While the repeated mantras tend toward cliché and certain aspects of the writing (such as references to workplace personality types like "Harvey Hierarchy" and "Carol Complainer") are hokey, the underlying advice is sound and worth taking to heart, even as a simple reminder of how to treat others graciously. Copyright copy; Reed Business Information, a division of Reed Elsevier Inc. All rights reserved. "A must-have guidebook providing strategies and practice scenarios for handling the interpersonal issues that occur daily in corporate America." -- (Doris M. Sims, SPHR, Leadership Development Director, AdvancePCS, author of Creative New Employee Orientation Programs)"Imagine having your own coach available anytime of the day or night to help you handle those sticky workplace situations." -- (Beverly Kaye, CEO/Founder of Career Systems International, co-author of Love It, Don't Leave It, and of the best-seller Love It or Lose It)"The authors have produced another practical book. Their 6 strategies are thoughtful, wise, tested and honed 'in the trenches.'" -- (Dr. Stephen R. Covey, author, The 7 Habits of Highly Effective People)"Work life would be more fruitful and fulfilling if we all implement the six strategies so masterfully presented here." -- (Jim Kouzes, coauthor The Leadership Challenge and Encouraging the Heart, chairman emeritus, Tom Peters Company)"Working PeopleSmart is a joy to read. It offers wisdom for people at every level of the organization." -- (Ken Blanchard, co-author of The One Minute Manager and The On-Time, On-Target Manager)From the PublisherIn today's work world, economic, technological, and demographic forces pose unprecedented challenges for organizational success, including: Doing more with less -- enhancing productivity and collaboration among teams with depleted numbers and morale Bringing people together -- bridging the gaps posed by diversity and virtual workplaces to promote understanding and effective communication Building leadership -- developing managers who bring out the best in their people, rather than simply putting out fires among them Working PeopleSmart is designed to help organizational leaders and associates sharpen the people skills most critical to meeting these challenges. Building on the comprehensive model of interpersonal intelligence described in PeopleSmart: Developing Your Interpersonal Intelligence, the authors distill the 6 critical strategies for success in workplace relationships and show how to apply them in difficult on-the-job situations.