



Perfect Phrases for Communications (EBOOK BUNDLE)

Lawrence Polsky, Susan Benjamin

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Conflict in the workplace is inevitable. But you don't have to sit back and watch it spread into an uncontrollable fire. When you have the right words and phrases on hand, you can resolve any disagreement and get things back on track in no time—and *Perfect Phrases for Communications* provides everything you need at the touch of a button.

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- Unreasonable or unethical customer requests
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- Turning explosive situations into mutually rewarding ones
- Handling angry customers and demanding clients
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