



**Perfect Phrases for Dealing with Difficult
Situations at Work: Hundreds of Ready-to-Use
Phrases for Coming Out on Top Even in the
Toughest Office Conditions: ... Office Conditions
(Perfect Phrases Series)**

Susan Benjamin

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The Right Phrase for Every Situation . . . Every Time

WNo matter how much you love your job, you will inevitably run into difficult situations on the job that test your ability to keep your cool. Written by the author of *Perfect Phrases for Dealing with Difficult People*, this handy reference of ready-to-use phrases will help you avoid disasters, steer clear of sticky circumstances with coworkers, and leave you in control. If you're asked to give an impromptu presentation or you accidentally send a personal e-mail to your boss, you'll have the best words for every situation, including:

- Handling criticism and being heard criticizing
- Picking up the ball when someone else has dropped it
- Getting credit for your project when an associate takes the praise
- Deflecting a flirtatious client or coworker

Filled with phrases for every mistake, mix-up, and mishap, this guide will become your best friend in the workplace. There are no difficult situations . . . when you have "Perfect Phrases."

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