



# Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace

*Joan C. Curtis*

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**Managing Sticky Situations at Work: Communication Secrets for Success in the Workplace** Joan C. Curtis

This title is a practical guide for the millions of men and women who may find themselves dealing with difficult or problematic situations in the workplace.

- 26 entries on common difficult workplace situations, with the unique Say It Just Right model of communication applied to each
- Six How Straight a Talker Are You? quizzes to help readers assess their own abilities to recognize and handle difficult situations
- Reference materials on conflict management

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