



How to Deal With Difficult People (Thorsons Business S)

By Ursula Markham

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How to Deal With Difficult People (Thorsons Business S) By Ursula Markham Bibliography

- Rank: #2962025 in Books
- Published on: 2011-07-29
- Released on: 1998-08-03
- Original language: English
- Number of items: 1
- Dimensions: 7.72" h x .41" w x 5.18" l, .0 pounds
- Binding: Paperback
- 160 pages



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Editorial Review

About the Author

Ursula Markham has many year's experience in training and staff counselling. She is the author of Managing Conflict and other successful books.

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