For Immediate Release

Working PeopleSmart
6 Strategies for Success
By Mel Silberman, Ph.D. and Freda Hansburg, Ph.D.
Authors of the bestselling PeopleSmart

Bring out the best in colleagues, customers, direct reports, and your boss

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: 6 Strategies for Success describes the six core strategies used by people-smart individuals and shows how to apply them in the toughest workplace situations. These strategies include:

- 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 Discourage Them
- Be Open to Resistance Rather Than Fight or Ignore It
- Think We, Not Me

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.

More...
“Imagine having your own workplace coach available anytime of the day or night to help you handle all those sticky workplace situations. If you like that idea, get this book and keep it close by.”

“With the publication of Working PeopleSmart, we now have the field manual for making the concepts of PeopleSmart work. Its real-world advice and business-related scenarios offer an exceptionally clear pathway to put these strategies into action.”
—Viki Macdonald, BMW Group University, BMW of North America, LLC

“Working PeopleSmart is a must read for individuals who deal with a variety of challenging interpersonal interactions everyday! Applying practical, real-world approaches, Mel and Freda provide an insightful and practical look at how to improve your personal impact and effectiveness in the workplace.”
—Richard Chang, CEO, Richard Chang Associates, Inc. and author of The Passion Plan and The Passion Plan at Work

“Want to see your people issues addressed? Just look at the table of contents! 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

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MEL SILBERMAN, PH.D. is professor of adult and organizational development at Temple University. He is also president of Active Training, a provider of cutting-edge business and personal development seminars based in Princeton, New Jersey. A licensed psychologist, Dr. Silberman has written a dozen books, including PeopleSmart: Developing Your Interpersonal Intelligence, Active Training, Confident Parenting, and 101 Ways to Make Training Active.

FREDA HANSBURG, PH.D. is a psychologist and facilitator of change for both individuals and organizations. Dr. Hansburg maintains a clinical practice for individuals and couples. She is the coauthor of PeopleSmart: Developing Your Interpersonal Intelligence.

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