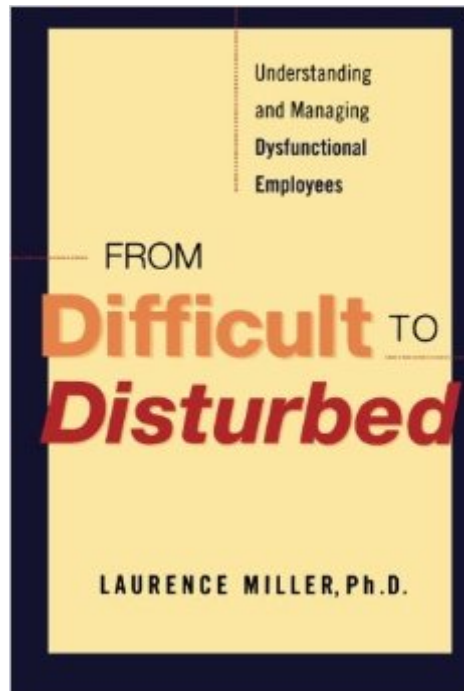


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# From Difficult To Disturbed: Understanding And Managing Dysfunctional Employees



## Synopsis

Nationally syndicated career columnist Joyce Lain Kennedy's ten best career books for 2007 How does an already busy manager deal with people whose personalities are difficult or even seriously disturbed? The answer lies in using practical psychology to understand just what it is that makes them tick, whether it's something as common as being introverted or extroverted . . . or something much more serious. From Difficult to Disturbed helps readers become better managers by providing insight into both big and small people-problems that can seriously disrupt the workplace if they're not handled correctly. The book contains down-to-earth solutions for dealing with: Personality Types including avoidant, dependent, histrionic, narcissistic, or antisocial workers • Common People Problems such as unproductive, angry, uncooperative, or chronic problem employees • Mental Disorders such as depression, bipolar disorder, schizophrenia, anxiety and panic disorders, as well as alcohol and substance abuse Every workplace is filled with a wide range of personalities. This book gives managers the insight, understanding, and tools they need to get the best from those who present the toughest problems.

## Book Information

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Average Customer Review: 4.7 out of 5 stars • See all reviews • (11 customer reviews)

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## Customer Reviews

Dr. Miller has succeeded in writing a book that is relevant to every manager and every business that employs people! It would be impossible not to find a description of your staff member in this book. Almost every described employee type will ring a bell to most managers. I have shown this book to a number of managers working in my university and each responded the same way- "..hey the dr. is

describing my problem employee!.." It is also fun to read as the dr's writing style reflects both his knowledge and sense of humor. The book is written in "plain english" and is successful in its attempt to communicate and educate managers about dealing with their problem employees. The analysis and advice is clear, concise and helpful. Dr. Miller's book should be required reading for all managers and we are in fact considering using the book, "From Difficult to Disturbed" as a key text in our managerial training programs here. Your company should too!

**From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees** The only book that explains the root causes of employee's problems. As any difficulty, you cannot find an effective solution if you don't understand what is really happening. This lucid work will be your best friend and save you tons of heartache.

I purchased this book several years ago when I was a manager and it was so helpful in understanding personalities and how to work with otherwise productive employees. It also helped me to know when I was out of my league! After I retired, I loaned the book out and it's been such a hit it never got returned, so when I got my Kindle I ordered a Kindle copy, because I liked it that much. I refer to it often (especially while watching members of Congress in action!). I would recommend to anyone wanting to understand more about those around them and why they might behave the way they do.

Ever wonder why dealing with co-workers can be among THE most stressful part of your life? Some of them are just hard to get along with while others have real mental problems. Dr. Laurence Miller explains to us why the people we work with are contributing to a more difficult workplace environment. This book, based upon solid personality and clinical psychological research and Dr. Miller's own clinical experience, reads like a riveting novel that you won't be able to put down until you're done identifying all the people you work with. More importantly, you'll learn what makes them tick and successful ways - not to work around them - but to work with them by capitalizing on their strengths and downplaying the factors that make them difficult and disturbing. A must-read for any kind of office, factory, school, public-service department, business - in short, I couldn't think of one type of work environment where Dr. Miller's book can't be used to enhance the quality of life and increase job satisfaction. I know this will be a best-seller and a classic text!

In order to properly motivate employees, it's good to have a basic understanding of human

psychology and how it operates in the business environment: linking these two disciplines is From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees. Here are applied principles of psychology at their best, pairing real-world people-problems offices face with tips on how the manage issues. Psychological types are placed into categories for this purpose ("Emoters and Reactors", "Oddballs and Spoilers", "Preeners and Predators") with specific tips on handling each type. Any business library - and many a general lending collection - will find this an important acquisition. Diane C. Donovan California Bookwatch

When dealing face to face with deeply disturbed or even mildly upset individuals, it is hard to remember and apply the advice given here. Not to say the advice is not helpful, but it is much more effective in theory than it proves to be in reality. A book for student, not bosses.

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