

When slighted, misunderstood, cut in front of, annoyed, taken advantage of, or treated rudely, most people avoid their bosses, ignore coworkers, change hairdressers, complain to friends, pound their fists, or rant on social media. They often miss the most positive, effective alternative of all: confronting positively. Now, for everyone who was never taught or never realized that between bully and wimp is a range of behavior that is positive, dignified, and effective for dealing with life's bothersome situations, there is *The Power of Positive Confrontation*. This book teaches you the vital skills you need to confront others, communicate effectively, and live a more conflict-free life. In this updated edition, communications expert Barbara Pachter shares a practical, step-by-step guide to tackling conflicts in any situation, including a new section on navigating sticky situations online. *The Power of Positive Confrontation* reveals: The consequences of not confronting or of confronting negatively How to accurately assess what is bothering you and why Three essential steps of polite and powerful confrontation Vital verbal and nonverbal skills that make or break communication, including common language pitfalls Strategies for assertive communication, whether face to face, in writing, by phone, or online

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