



## How to Disagree Without Being Disagreeable: Getting Your Point Across with the Gentle Art of Verbal Self-Defense

By Suzette Haden Elgin

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As bestselling author Suzette Haden Elgin proves, you don't have to live your life on red alert. With her Gentle Art of Verbal Self-Defense techniques, you'll be able to respond clearly to hostile comments from others--or deliver necessary negative messages of your own--without sacrificing your dignity or principles. You'll learn to:

- \* Keep domestic disagreements from escalating
- \* Deliver criticism to coworkers, employers, or employees
- \* Handle aggressive, negative comments about race, politics, or religion
- \* Provide discipline without increasing hostility
- \* Use language that reduces tension and creates rapport in every situation

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