



How To Deal With Verbal Aggression: At work at home or on the street

By Robert Agar-Hutton

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Increasingly today we seem to face more and more verbal aggression. At work, on the streets, even at home... but how do you deal with it? A common reaction is to shout back, but that will probably just cause the situation to escalate into further abuse. In this book, trainer Robert Agar-Hutton teaches the basic techniques of how to deal with someone who is verbally aggressive, and to bring the situation under control. Suitable for people aged 14 and up.

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