



Lifescritps: What to Say to Get What You Want in 101 of Life's Toughest Situations

Stephen M. Pollan, Mark Levine

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Whether you're looking for a new job, leaving an old one, cold calling a new account, laying off a subordinate, confronting a back-stabber, dealing with sexual harassment, returning food in a restaurant, or calming an irate client, "Lifescritps tells you exactly how to do it and what to say. Each of the 101 dialogs provides you with an ice-breaker opener and a flow-chart of rejoinders to give to any potential response, positive or negative. Pointers on proper attitude, timing, preparation, and more are included.

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