



# People Styles at Work...And Beyond: Making Bad Relationships Good and Good Relationships Better

By Robert Bolton, Dorothy Grover Bolton



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Why is it so hard to work well with some people? *People Styles at Work...and Beyond* presents a comprehensive, practical, and proven method readers can use to:

- recognize how they come across to other coworkers
- read others' body language and behavior to identify the best ways to work with them
- make small adjustments that will dramatically increase the quality and productivity of their interactions
- find common ground with different people while retaining their individuality
- relate less defensively and more effectively--no matter how others act

The book reveals the strengths and weaknesses of four different people styles, providing practical techniques that work both on the job and off. Now including all new material on personal relationships, parenting, and more, this is the ultimate guide anyone can use to enhance even the most difficult relationships.

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At work, and in other spheres of life, how well you relate with others affects your ability to get things done. What you may not realize is that all people exhibit one of several different behavioral “styles,” which determine how they think, make decisions, communicate, manage time and stress, and deal with conflict. By understanding which “people style” you’re dealing with, you can establish rapport with someone more easily, become more persuasive, and avoid miscommunication and the possibility of rubbing someone the wrong way.

*People Styles at Work . . . And Beyond* reveals the strengths and weaknesses of each style, includes a self-assessment for determining which style you are, and presents a proven approach you can use to: identify the best ways to work with others based on their body language and behavior • recognize how you come across to coworkers • make small adjustments that will dramatically increase the quality and productivity of your interactions • find common ground with different people • relate less defensively and more effectively—no matter how others act.

Now including all new material on personal relationships, parenting, and more, this is the ultimate guide that has helped hundreds of thousands of people make even their most difficult relationships much more productive and pleasant.

**Advance Praise for *People Styles at Work . . . And Beyond*:**

“*People Styles at Work...And Beyond* unlocks the secrets to understanding yourself and others—the key to successful leadership!” — Marshall Goldsmith, *New York Times* and *Wall Street Journal* #1 best-selling author of *What Got You Here Won’t Get You There*

“Practical tips for improving relationships with anyone from your identical twin to your total opposite. The authors make proven theories about human interactions accessible for anyone to use.” — John Zenger, coauthor of the best-selling *The Extraordinary Leader* and cofounder of Zenger | Folkman

“The first edition of this book was a brilliant and original contribution to our understanding of human behavior. . . . [This] new edition further deepens our understanding of the fundamentals of human relationships. Before your next important meeting with someone whose style is different from your own—and that would be most everyone—I strongly recommend you read, and put to use, this book.”

— Jim Kouzes, coauthor of the best-selling *The Leadership Challenge*

**Robert Bolton** and **Dorothy Grover Bolton** are cofounders of Ridge Associates, which specializes in people skills training, leadership development, interpersonal communication, and performance management. Their training and coaching clients include many Fortune 500 companies and executives. They are also the authors of *Social Style, Management Style*. They live in both Cazenovia, New York, and Amelia Island, Florida.

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