



Surviving Aggressive People: Practical Violence Prevention Skills for the Workplace and the Street

Shawn Smith

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Whether an aggressor is a seasoned predator or an irate individual, hostility is almost always preceded by warning signs--if we know what to look for. *Surviving Aggressive People* dissects the psychology of aggression. It exposes the subtle cues of impending violence and offers timeless methods for transforming a potential disaster into a peaceful victory. Using time-tested methods for conflict management and crisis intervention, this book offers persuasion and peacemaking skills that historically have been reserved for law enforcement, psychologists, and other professionals working the front lines of emotionally charged situations. In today's world, these skills are a must for everyone. Newly updated, with a special appendix for healthcare workers, the enduring knowledge in *Surviving Aggressive People* can help deter hostility before it spins out of control. It might even save your life.

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