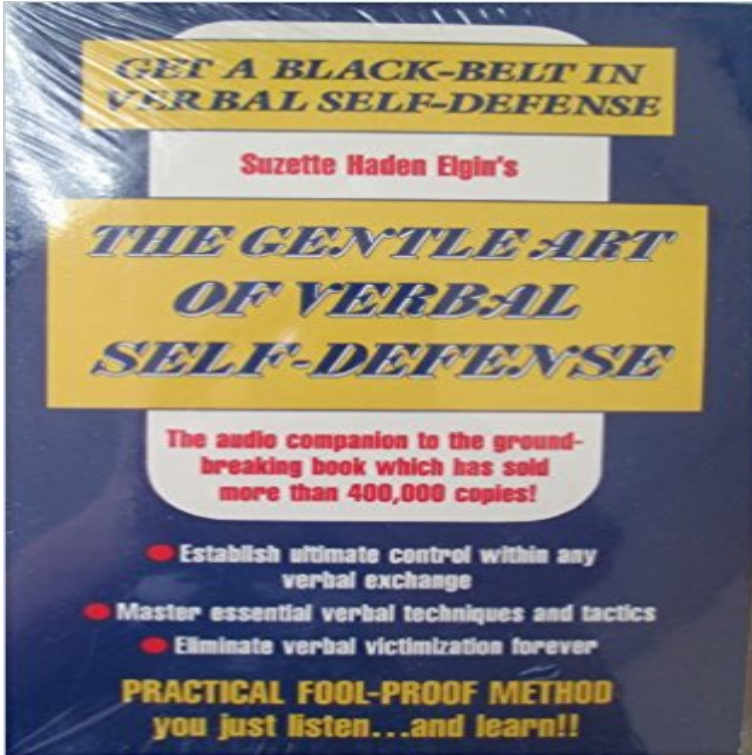


The Gentle Art of Verbal Self-Defense



Don't turn the other cheek and fume quietly; know what to say when someone throws out the snide backhanded compliment, subtle insult, cruel criticism, or outright verbal blow. Inside these pages is an arsenal of tools for fending off that attack and neutralizing the harm spiteful words inflict. Learn to identify modes of verbal assault, such as laying blame, and to recognize when someone is about to launch a linguistic strike and the motivation behind it. Sample scripts prevent you from getting tongue-tied, and a progress journal helps you use voice and body language for maximum effect. Find out how to handle the eight most common types of verbal violence, and redirect and defuse potential verbal confrontations so skillfully that they rarely happen. Special suggestions are included for college students, men, and women, and for handling emergency situations such as an angry crowd.

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