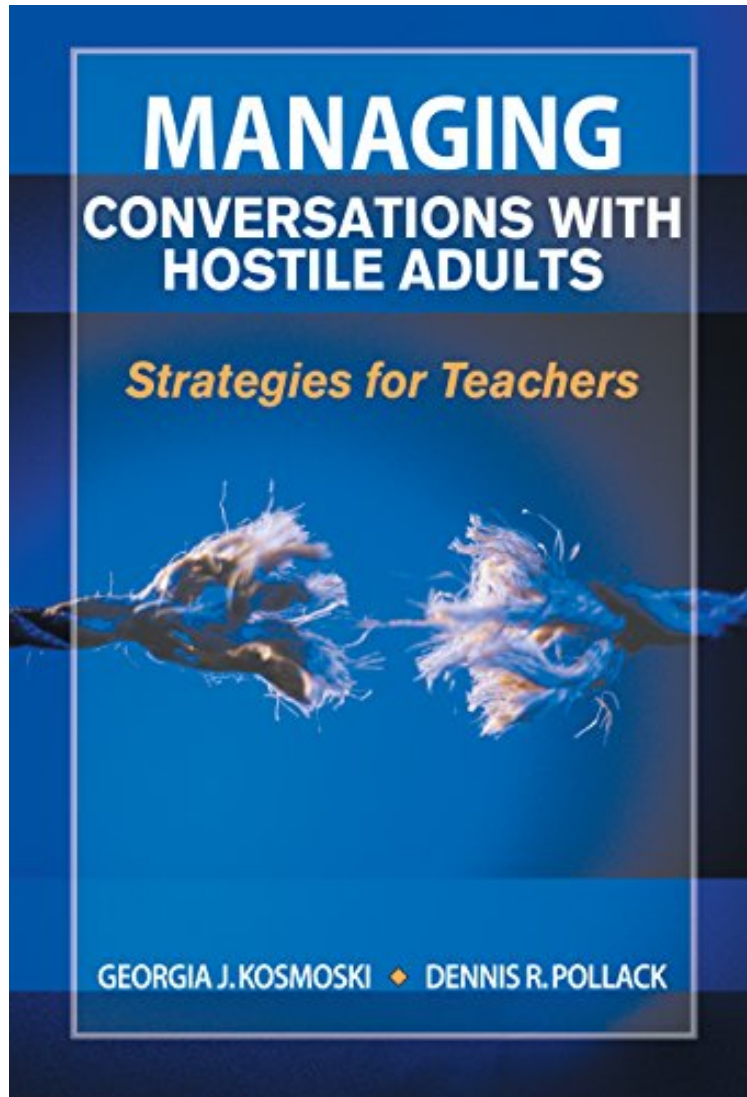


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Managing Conversations with Hostile Adults: Strategies for Teachers

Georgia J. Kosmoski, Dennis R. Pollack
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Teachers: Now you can identify and apply the proven strategies to deal successfully with hostile adults in schools. Skill

in communicating is essential for teachers—and now the wisdom of your colleagues can help you to deal with one of your most difficult challenges: hostile adults. In this hard-hitting and supremely practical book, the authors draw from the actual experience of more than 250 practicing teachers to bring you the advice and insight you need. They begin with data from a two-year study that includes surveys and in-depth interviews with practicing teachers and certified school support professionals from urban, suburban, and rural schools at all socio-economic levels. The final product is a comprehensive and highly applicable resource filled with true-to-life vignettes and practical, real-world analysis, including: Defusing the angry screamer; Serving as mediator; Handling parents with blinders; Curbing school gossip; Dealing with public humiliation; Neutralizing the influence of drugs or alcohol; Maintaining confidentiality. This book is a valuable and insightful resource that can take you from reactive to proactive. A not-to-be-missed tool for savvy teachers at all levels.

"Excellent examples provided to illustrate each point. A good balance between research and practical solutions." -- John Bruno, Ph.D. "Excellent examples provided to illustrate each point. A good balance between research and practical solutions." -- John Bruno, Ph.D. "Excellent examples provided to illustrate each point. A good balance between research and practical solutions." -- John Bruno, Ph.D. "Excellent examples provided to illustrate each point. A good balance between research and practical solutions." (John Bruno, Ph.D.)

About the Author Georgia J Kosmoski is Professor of Educational Administration at Governors State University located outside of Chicago, Illinois. She has been an educator for over 25 years She has been a teacher, assistant principal, principal, and assistant superintendent. Dennis R Pollack is a clinical psychologist in Spokane, Washington. Before starting his private practice, he was a psychology professor at Illinois State and Gonzaga universities. He is a nationally recognized clinical and vocational expert who speaks and writes regularly in the fields of both psychology and education.