



# 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.

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