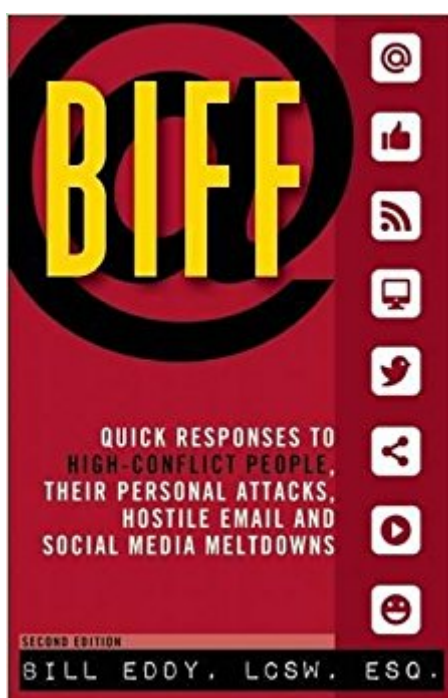


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# BIFF: Quick Responses To High-Conflict People, Their Personal Attacks, Hostile Email And Social Media Meltdowns



## Synopsis

We live in an age of rapid change and instant communication. We also live in a Culture of Blame and Disrespect, creating a need to manage our responses to high-conflict people. A BIFF Response can be applied in any communication anywhere – online, social media, in a letter or even in person. It can be used at work, earning you respect and success. It can help you get along with difficult family members, friends, neighbors and others anywhere in your life. BIFF was designed to protect you and your reputation by responding quickly and civilly to people who treat you rudely, while being reasonable in return. BIFF stands for Brief, Informative, Friendly, and Firm. A BIFF response is easy to remember, but hard to do. It takes practice! This little book gives over 20 examples of BIFF responses for all areas of life – plus additional tips to help you deal with high-conflict people anywhere. This Second Edition includes a new chapter on Coaching for BIFF Responses. Anyone can use this method to help someone else with a BIFF response – by asking 10 simple questions to make it even more effective. Another helpful tool to shift high-conflict people from blaming to problem-solving is *So, What's Your Proposal: Shifting High-Conflict People from Blaming to Problem-Solving*, also by Bill Eddy. Bill Eddy, LCSW, Esq., is a lawyer, therapist, mediator, author, and president of High Conflict Institute. He developed the "high conflict personality" theory and has become an international expert on managing disputes involving high-conflict personalities and personality disorders.

## Book Information

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## Customer Reviews

"I used Bill Eddy to deal with a very difficult personnel situation. I implemented his advice. Instead of pursuing endless, frustrating conflict and confrontation, I adopted an entirely different approach, with excellent results. Bill gave me a pathway when I thought all roads were blocked." – Dan Solin, author of the Smartest series of books

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Author bio: Bill Eddy is a lawyer, therapist, mediator, and the President of the High Conflict Institute. He developed the High Conflict Personality theory and has become an international expert on managing disputes involving high-conflict personalities. Eddy is the author of several books, including *It's All Your Fault at Work!* and *High Conflict People in Legal Disputes*.

Testimonial: "I used Bill to deal with a very difficult personnel situation. I implemented his advice. Instead of pursuing endless, frustrating conflict and confrontation, I adopted an entirely different approach, with excellent results. Bill gave me a pathway when I thought all roads were blocked." Dan Solin, Author of the Smartest series of books.

Second edition info: This Second Edition includes a new chapter on Coaching for BIFF Responses. Anyone can use this method to help someone else with a BIFF response – by asking 10 simple questions to make it even more effective.

More useful bits from Bill Eddy: once you know you are living with - or divorcing from - a "crazy-maker", how do you communicate without continuing the same dynamic? This little volume presents very workable tips.

This is an excellent book. It gives suggestions that would have made life so much easier if I would have been told about this book.

I have to confess that I did not finish the book yet. But so far, I feel empowered and equipped by it. It covers various scenarios. Feels like a how to book which is what I wanted. I'm looking forward to reading his other books too.

Say goodbye to all of the nightmare people in your life. This is the best book for dealing with difficult people!!!!

Very helpful for dealing with high conflict people!

This book really changed my way of thinking about how to deal with my ex-wife. The hardest part is no longer caring what the other person thinks.

This is a great way to deal with the crazy people in your life. The book is a little repetitive, but drives the points home. I use this advice regularly.

Great book! I recommend it to my divorcing clients.

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