



It's all your fault at work : managing narcissists and other high conflict people

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Abstract: Increasingly, high-conflict people-especially narcissists and bullies-are showing up in the workplace. *It's All Your Fault at Work!* addresses ways of managing the behavior of high-conflict people (HCP). Based on Bill Eddy's high-conflict personality theory, the book explains how to recognize predictable patterns of behavior and illustrates with over a dozen examples the simple four-step C.A.R.S. method to calm the HCP, analyze options, respond to hostility, and set limits on extreme behavior.

Contents: 1. High-conflict people (HCPs) – 2. The CARS method – 3. Narcissistic HCPs – 4. Anger (borderline) HCPs – 5. Con artist (antisocial) HCPs – 6. Dramatic (histrionic) HCPs – 7. Suspicious (paranoid) HCPs – 8. Other high-conflict issues – 9. Workplace bullies – 10. Negative advocates – 11. Organizational challenges – 12. Taking care of yourself.

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