

NENA BOOK REVIEW 4/09

Workbook *Breaking Out of Negativity* and CD, *How to Deal with Difficult People Are Effective Learning Pair Offered by Professional Pride*

Exploring and defining negativity patterns as well as providing important exercises to help combat certain difficult challenges is the foundation for Sue Pivetta's workbook, *Breaking Out of Negativity*. Offered through the **Professional Pride's** (Sumner, WA) Web site, Pivetta's 82-page workbook takes the reader through units such as: "Understanding a Negative Comm Center Atmosphere," "Negativity Behaviors" and How to Have a Long and Happy Career."

Rounding out the book are 12 exercises that readers can use to help assess the influence of negativity over their own personalities, including: a self-assessment test, score sheet with key, indentifying negative behaviors, how to effectively speak your mind, techniques to develop a high self-esteem and more. These exercises challenge readers to explore the dangers of negativity to the well being of themselves, other employees, the public and responders.

Accompanying the workbook, and an added bonus, Pivetta's CD, *How to Deal with Difficult People*, showcases an intricate powerpoint presentation complementing the information found in the book. Narrated by the author, it discusses communications center culture and its challenges and provides solutions on how to communicate better in order to combat most problems that arise. Various and helpful scenarios are given as to allow the reader to imagine their own solutions as well as those given by the author.

Ultimately, this two-piece set is a great resource for anyone in the communications center and provides readers with lessons on how to deal with a difficult situation without having to attend an offsite workshop.

Breaking Out of Negativity and How to Deal with Difficult People are printed by Professional Pride Printing and available through the Web site at www.911trainer.com. For more information, call (800) 830-8228.

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