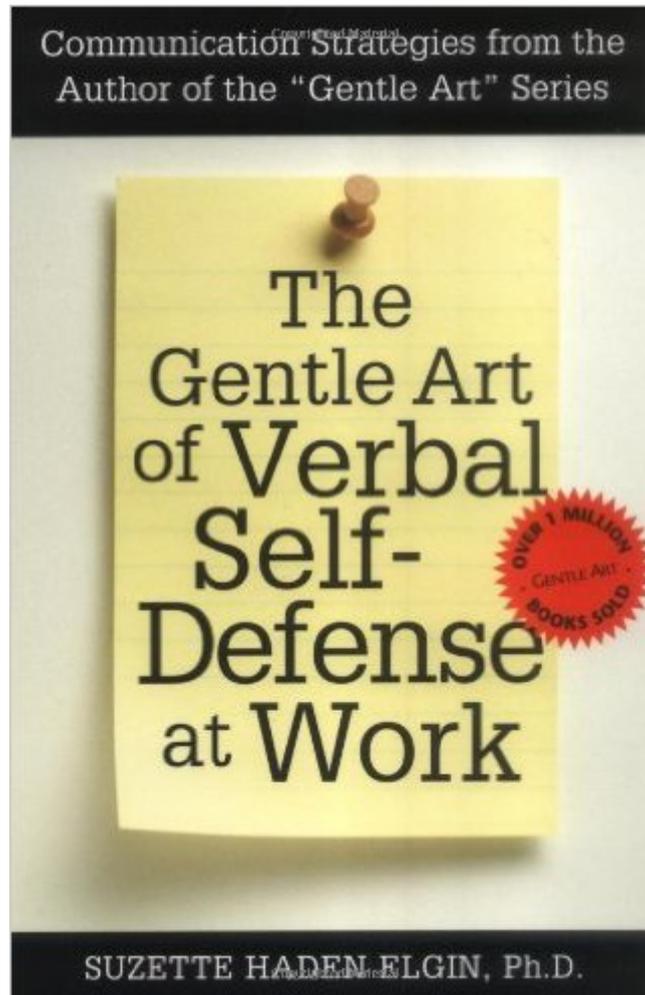


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# The Gentle Art Of Verbal Self-Defense At Work



## Synopsis

This text shows how to defend oneself against verbal abuse, including casual racist or sexist language, and explains how to use e-mail and voice-mail to handle sensitive issues.

## Book Information

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Average Customer Review: 4.2 out of 5 stars [See all reviews](#) (42 customer reviews)

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## Customer Reviews

'... a crash course on just how powerful the English language is;and how easily it can be misconstrued.' -- Copley News Service, September 24, 2000  
'Her genius is in separating what is meant;from the words that are actually spoken.' -- Dallas Morning News, January 23, 2000  
'She interweaves lessons agreeably with examples that read like fiction.' -- American Way, February 2000

SUZETTE HADEN ELGIN, Ph.D., is the founder of the Ozark Center for Language Studies. Her bestselling Gentle Art of Verbal Self-Defense books include Genderspeak and You Can't Say That to Me!, both from Wiley. She and her family live near Huntsville, Arkansas.

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