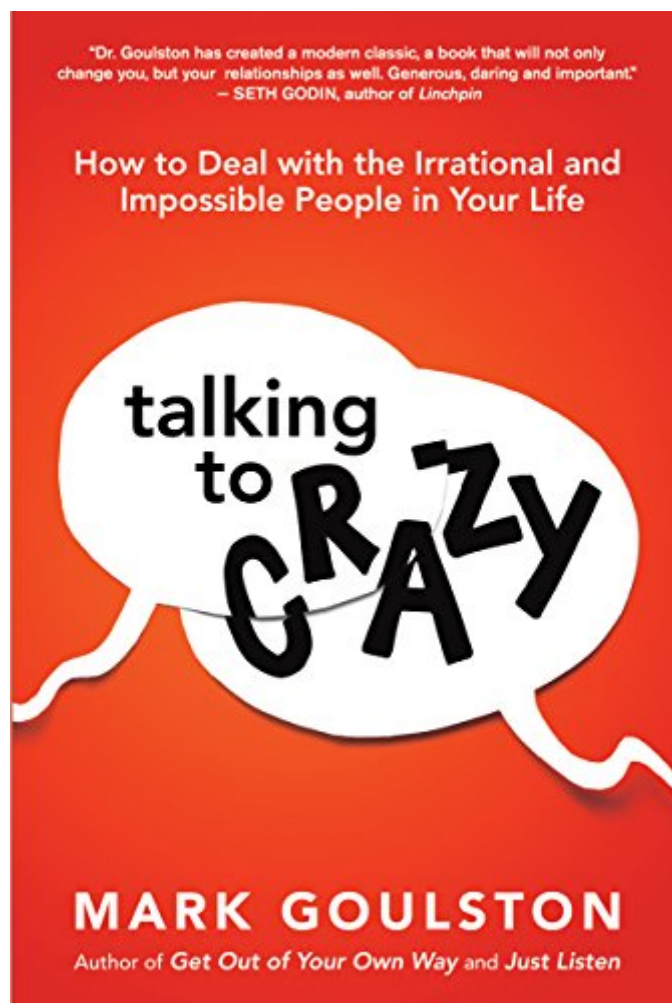


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Talking To Crazy: How To Deal With The Irrational And Impossible People In Your Life



Synopsis

Let's face it, we all know people who are irrational. No matter how hard you try to reason with them, it never works. So what's the solution? How do you talk to someone who's out of control? What can you do with a boss who bullies, a spouse who yells, or a friend who frequently bursts into tears? In his book, *Just Listen*, Mark Goulston shared his bestselling formula for getting through to the resistant people in your life. Now, in his breakthrough new book *Talking to Crazy*, he brings his communication magic to the most difficult group of all—the downright irrational. As a psychiatrist, Goulston has seen his share of crazy and he knows from experience that you can't simply argue it away. The key to handling irrational people is to learn to lean into the crazy—to empathize with it. That radically changes the dynamic and transforms you from a threat into an ally. *Talking to Crazy* explains this counterintuitive Sanity Cycle and reveals: Why people act the way they do How instinctive responses can exacerbate the situation—and what to do instead When to confront a problem and when to walk away How to use a range of proven techniques including Time Travel, the Fish-bowl, and the Belly Roll And much more You can't reason with unreasonable people—but you can reach them. This powerful and practical book shows you how.

Book Information

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Customer Reviews

How to manage "everyday craziness" whenever and wherever you encounter it As Mark Goulston explains, he experienced an epiphany years ago when he went to a meeting for estate planners who needed advice about helping families in crisis. "I expected the event to be a little dry, but instead, I was mesmerized. I found out that just like me, these people have to 'talk to crazy' every day. In fact, nearly every issue they discussed involved clients acting completely nuts... That's when it dawned on me that everyone -- including you -- has this problem. I'm betting that nearly every day, you deal with at least one irrational person... And that's what this book is all about: talking to crazy." That is, interacting with what he characterizes as "everyday crazy." More specifically:

- o They can't see the world clearly.
- o They say or think things that make no sense.
- o They make decisions and take actions that aren't in their best interests.
- o They become downright impossible when you try to guide them back to the side of reason.

As I began to work my way through Goulston's lively as well as eloquent narrative, I was again reminded of a scene in the Cheers television series when Frasier Crane, psychiatrist, patiently listens to Cliff Clavin, a mailman, babble on incoherently about the first Thanksgiving. "It took place between the ancient Egyptians and aliens from a distant galaxy." Eventually, Crane asks, "Cliff, what color is the sky in your world?" More recently, during the last holiday season at a party my wife and I attended, the host pointed out to several of us that very few penguins are left-handed. He was sober and quite serious.

While reading this book I recalled the short poem of Ogden Nash, "One would be in less danger from the wiles of a stranger, If one's own kin and kith were more fun to be with." It is a fact of life that at times some of our closest relations are just not fun to be with. You might say they are a bit crazy and tend to drive us in the same direction. If you have people in your life that at times act irrational, that you find impossible to deal with, then this book will definitely help out. Dr. Mark Goulston, author of Talking to Crazy, is a psychiatrist who has devoted his professional life to listening to and talking to crazy. The book primarily gives guidance for dealing with the garden variety of crazy -- the crazy you encounter with your relationship partner, your co-worker or your children or parents. But he does devote a section to dealing with the more serious mental issues and when you need to enlist the help of a professional. The book is divided into five sections. In Section One, Dr. Goulston introduces the basic concepts of Talking to Crazy. In Section Two he invites the reader to face their own crazy -- to do a little self-examination and understand how they may be contributing to the crazy of the other person(s). Section Three contains fourteen different tactics for Talking to Crazy. Section Four gets more specific and brings the Crazy down to the

personal relationship level. Section Five covers how to recognize the need for professional help, the different levels of help, how to research and select a provider and how to get the person to actively engage with the process. Dr. Goulston writes in a very engaging style.

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