

**FROM DIFFICULT TO DISTURBED: UNDERSTANDING  
AND MANAGING DYSFUNCTIONAL EMPLOYEES**

**Amber Gesner**

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From difficult to disturbed: understanding and managing dysfunctional employees The answer lies in using practical psychology to understand just what it is.

From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees. Front Cover. Laurence Miller. AMACOM/American Management Association.

**From difficult to disturbed**

Laurence Miller. From Difficult to Disturbed: Understanding and Managing Dysfunctional Employees. New York: AMACOM, , pages.

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Most crises are fluid, organic entities that evolve over a time course that can range from minutes to years, and at each stage, you want to have an established set of measures to prevent a few bad incidents from multiplying exponentially and exploding like a plague onto your organization. All true professionals, managers included, engage in an ongoing process of continuing education and self-improvement--the culture of knowledge noted in Chapter Some are generous to a fault, others fault finding and selfish.

BooksbyLaurenceMiller.Understanding and Managing Dysfunctional Employees.