



**DIFFICULT PERSONALITIES IN THE WORKPLACE**  
How to supervise and work effectively with them  
Monique Bessette and Marie-Christine Gran

**A new approach: a blend of organizational and personality psychology.**

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Sooner or later, managers, human resources advisors, bosses and colleagues find themselves dealing with an employee with a difficult personality. As the months go by, managers caught in this situation start to notice a decline in empathy, a lack of resources, and a sense of doubt about their competencies. Colleagues also shift from an understanding attitude to a feeling of powerlessness.

In this book, Monique Bessette and Marie-Christine Gran propose a way to intervene with employees with a personality disorder. For the first time, proven concepts are simplified and made easy to understand. In this book, managers, administrators and colleagues will find many tools for early detection and intervention, as well as ways to get back to normal when tensions or conflicts erupt. By learning to better understand the inner universe of these difficult employees, everyone can establish limits and regain their empathy. This is a book that provides pragmatic responses to a complex reality.

**Strong points**

- Many case histories illustrate the impact of difficult personalities in the business world.
- Clear advice on the best ways to behave toward a person with a personality disorder in the workplace.
- A practical book that all managers and colleagues will want to consult.

*Monique Bessette has been a psychologist since 1987. A psychotherapist, trainer and seasoned lecturer, she founded and directs the Institut Victoria, which offers psychological services especially designed for business owners and employees: psychotherapy, training, psycho-legal expertise, coaching, etc.*

*Marie-Christine Gran is a social worker and psychotherapist. She has a master's degree from McGill University (Industrial Social Work) and has been working for various businesses in their employee assistance programs (EAP) since 1988. She is also a trainer, lecturer and professional coach.*