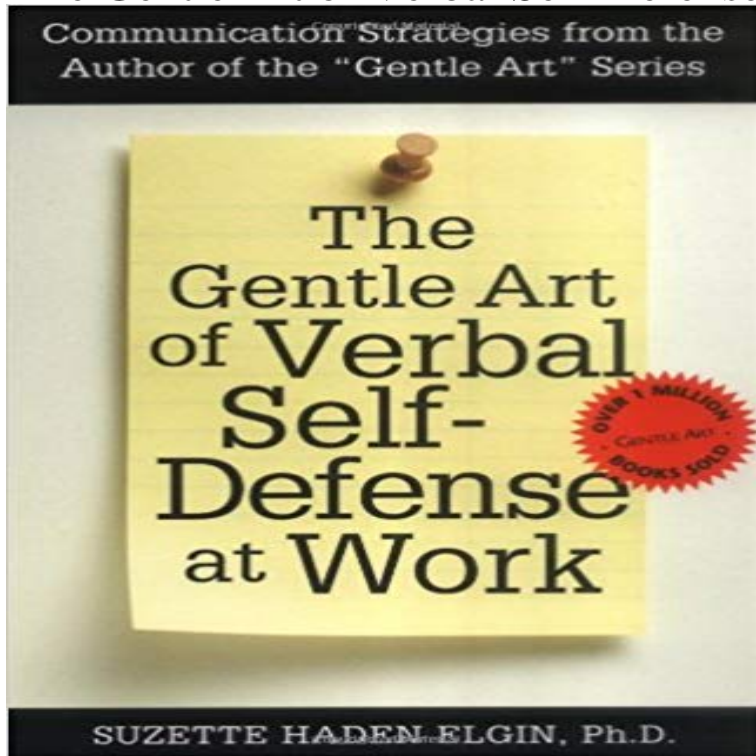


The Gentle Art of Verbal Self-Defense at Work



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.

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