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Bill advises that we respond to communications from High Conflict People with BIFF...a response that is Brief, Informative, Friendly and Firm. I see the wisdom in Bill's approach. But it is a challenge to my lawyerly instincts, because of the old legal maxim that "silence is assent" I tend to be sure to address and refute each allegation, point-by-point.

[BIFF: Quick Responses to High Conflict People, Their ...](#)

[BIFF: Quick Responses to High Conflict People, Their Personal Attacks, Hostile Email and Social Media Meltdowns](#) [SPLITTING: Protecting Yourself While Divorcing Someone with Borderline or Narcissistic Personality Disorder](#)

[BIFF: Quick Responses to High-Conflict People, Their ...](#)

Managing your responses to high-conflict emails, texts, letters, and social media meltdowns is imperative. A BIFF response can be applied in any communication anywhere - on the Internet, in a letter or in person. It can be used at work, earning you respect and success. It can help you get along with difficult family members, friends, neighbors ...

[Biff: Quick Responses to High Conflict People, Their ...](#)

[Biff: Quick Responses to High Conflict People, Their Hostile Emails, Personal Attacks and Social Media Meltdowns](#) Author: Bill Eddy May-2011: Amazon.co.uk: Bill Eddy: Books

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[BIFF: Quick Responses to High Conflict People, Their Hostile Emails, Personal Attacks and Social Media Meltdowns](#) by Eddy, Bill 5/1/2011: Amazon.co.uk: Books

[BIFF: Quick Responses to High Conflict People, Their ...](#)

There are many more tips for BIFF Responses® in my book, [BIFF: Quick Responses to High-Conflict People, Their Personal Attacks, Hostile Email and Social Media Meltdowns](#) and in videos on our...

[BIFF: 4 Ways to Respond to Hostile Comments | Psychology Today](#)

A BIFF response can be applied in any communication anywhere - on the Internet, i. We live in an age of rapid change and instant communication. We also live in a Culture of Blame and Disrespect in which emails, social media posts, and personal attacks are on the increase. We must learn to respond to people who communicate this way -- people with high-conflict personalities.

[Biff: Quick Responses to High Conflict People, Their ...](#)

The BIFF Response method will help you respond to hostile emails, texts and other communications and make you feel good doing it! Most people have a hard time responding to personal attacks in emails, texts and other communication because it puts them in react mode instead of respond mode. The most important thing to remember is: it ' s not about you!

BIFF Response® - High Conflict Institute

Where To Download Biff Responses Conflict Personal Meltdowns Ebook

BIFF stands for Brief, Informative, Friendly, and Firm. A BIFF response is easy to remember, but hard to do. It takes practice! This first book in the BIFF(TM) Conflict Communication Series is for anyone dealing with high conflict communications. Complete with instructions in the four-step BIFF method, and numerous practical examples, readers will learn the intricacies of stopping the back-and-forth messages and contain the conflict.

BIFF: Quick Responses to High-Conflict People, Their ...

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"BIFF is a unique, proven way to communicate with difficult people. Using a BIFF (Brief, Informative, Friendly, Firm) response protects you and your reputation when responding to blame, personal attacks, and hostile email from people with high-conflict personalities. Easy to remember, but hard to do, so it takes practice. Over twenty examples of BIFF are included, plus a new chapter on coaching others to use BIFF. Bill Eddy is a lawyer, therapist, mediator, author, and president of High Conflict Institute. He developed the "high conflict personality" theory and has become an international expert on managing disputes involving high-conflict personalities and personality disorders"--

This little book gives more than 20 examples of BIFF responses--brief, informative, friendly, and firm--for all areas of life, plus additional tips to help readers deal with high-conflict people anywhere. 158 pp.

In divorce and co-parenting, not only do parents need to deal with their own emotions, they may be faced with a daily barrages of hostile calls, texts, social media blasts, and/or emails. How can you regain a sense of control and peace for your own sake and for the kids? For more than a decade, the BIFF method of responding to hostile and misinforming emails, texts and conversations, has grown in use by thousands of people dealing with a person with a high conflict personality. This third book in the BIFF Communication series is especially devoted to parents dealing with issues in and after separation and divorce as they co-parent their children, complete with instructions in the four-step BIFF method and numerous examples for dealing with co-parent situations. When parents use this approach, not only do they feel good about their end of the written or verbal conversation, but it tends to influence the other parent to communicate more productively as well. While it's simple and practical, it's not natural for most of us because we are hooked by the emotional intensity. This book can help you reduce the conflict and regain your sanity by learning what to write and what not to write. Brief, Informative, Friendly and Firm. The BIFF is a communication game changer--it works!

An easy and practical book for legal professionals or anyone else disputing with someone with a high-conflict personality.

This highly anticipated second edition of Splitting includes new chapters on abuse, alienation, and false allegations; as well as information about the four types of domestic violence, protective orders, and child custody disputes. Are you divorcing someone who 's making the process as difficult as possible? Are they sending you nasty emails, falsifying the truth, putting your children in the middle, abusing you, or abusing the system? Are they "persuasive blamers," manipulating and fooling court personnel to get them on their side? If so, you need this book. For more than ten years, Splitting has served as the ultimate guide for people divorcing a high conflict person, one who often has borderline or narcissistic (or even antisocial) personality disorder. Among other things, it has saved readers thousands of dollars, helped them keep custody of their children, and effectively guided them through a difficult legal and emotional process. Written by a family law attorney and therapist, and the author of Stop Walking on Eggshells, Splitting is an essential legal and psychological guide for anyone divorcing a persuasive blamer: someone who suffers from borderline personality disorder (BPD), narcissistic personality disorder (NPD), and/or antisocial personality disorder (ASPD). This second edition includes new information about antisocial personalities; expanded information about domestic violence, child abuse, alienation, and false allegations; how to approach protective orders and deal with child custody disputes; and a new chapter on how to successfully present your case to decision makers. Turn to this guide to help you: Predict what your spouse may do or say in court Take control of your case with assertiveness and strategic thinking Choose a lawyer who understands your case Learn how e-mails and social networking can be used against you If you need help navigating a high-conflict divorce from a manipulative spouse, this book includes all of the critical information you need to work through the process of divorce in an emotionally balanced, productive way.

Explains in easy-to-understand terminology, the behaviors of people with personality disorders or with traits, particularly blaming, irrational and impulsive behaviors.

Some difficult people aren't just hard to deal with—they're dangerous. Do you know someone whose moods swing wildly? Do they act unreasonably suspicious or antagonistic? Do they blame others for their own problems? When a high-conflict person has one of five common personality disorders—borderline, narcissistic, paranoid, antisocial, or histrionic—they can lash out in risky extremes of emotion and aggression. And once an HCP decides to target you, they're hard to shake. But there are ways to protect yourself. Using empathy-driven conflict management techniques, Bill Eddy, a lawyer and therapist with extensive mediation experience, will teach you to: - Spot warning signs of the five high-conflict personalities in others and in yourself. - Manage relationships with HCPs at work and in your private life. - Safely avoid or end dangerous and stressful interactions with HCPs. Filled with expert advice and real-life anecdotes, 5 Types of People Who Can Ruin Your Life is an essential guide to helping you escape negative relationships, build healthy connections, and safeguard your reputation and personal life in the process. And if you have a high-conflict personality, this book will help you help yourself.

An examination of the child alienation problem from the perspective of a lawyer/therapist/mediator who trains professionals on managing high-conflict disputes.

The level of stress and conflict in today's world is higher than seen in decades. We all can use tools for managing the emotions this has caused. At the same time, there also appear to be more "high conflict" people who are preoccupied with blaming others and verbally venting or attacking those around them. Yet, these upset emotions and conflicts can often be calmed immediately through the use of a simple EAR Statement(TM), a method developed and refined by Bill Eddy over the past fifteen years and taught to hundreds of thousands of professionals and individuals. Following on the success of his widely-known BIFF Response(R) method and books, this new book by Bill Eddy on EAR Statements will come in handy in all kinds of upset situations: family conflicts, workplace disputes, neighbor controversies, and any other setting. A simple statement communicating empathy, attention and/or respect to an angry, sad, mentally ill or any upset person at any time can work wonders in minutes. Yet it's not as easy as it looks. It takes practice and this book gives over twenty examples of applying this method in families, communities, customer relations, volunteer organizations, public service, politics, business, police encounters, racial conflicts, schools, mental health settings, and others. Empathy, attention and respect are what all people are looking for, especially when upset or in a conflict. This book will give you the details of how to calm upset people with EAR every day.

Bestselling author, therapist, lawyer, and mediator Bill Eddy describes how dangerous, high-conflict personalities have gained power in governments worldwide—and what citizens can do to keep these people out of office. Democracy is under siege. The reason isn't politics but personalities: too many countries have come under the sway of high-conflict people (HCPs) who have become politicians. Most of these high-conflict politicians have traits of narcissistic personality disorder, antisocial (i.e., sociopathic) personality disorder, or both. This is the first and only guide for identifying and thwarting them. HCPs don't avoid conflict, they thrive on it, widening social divisions and exacerbating international tensions. Eddy, the world's leading authority on high-conflict personalities, explains why they're so seductive and describes the telltale traits that define HCPs—he even includes a helpful list of forty typical HCP behaviors. Drawing on historical examples from Hitler, Stalin, Mao, and Nixon to Trump, Maduro, and Putin, Eddy shows how HCPs invent enemies and manufacture phony crises so they can portray themselves as the sole heroic figure who can deal with them, despite their inability to actually solve problems. He describes the best ways to expose HCPs as the charlatans they are, reply to their empty and misleading promises, and find genuine leaders to support. Eddy brings his deep psychotherapeutic experience to bear on a previously unidentified phenomena that presents a real threat to the world.

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