



BIFF: Quick Responses to High Conflict People, Their Hostile Emails, Personal Attacks and Social Media Meltdowns

Bill Eddy

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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. 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 and others anywhere in your life. BIFF was designed to protect you and your reputation by responding quickly and civilly to people who treat you rudely - while being reasonable in return. BIFF stands for Brief, Informative, Friendly and Firm. A BIFF response is easy to remember, but hard to do. It takes practice! This little book gives over 20 examples of BIFF responses for all areas of life - plus additional tips to help you deal with high-conflict people anywhere.

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