

Contents



<i>Acknowledgments</i>	ix
Introduction	01
Getting Started: Advice for Employees	05
Part I. Bratty Behavior	9
1. Bragging	11
2. Bullying	23
3. Demanding	33
4. Ignoring	45
5. Impulsiveness	57

vi CONTENTS

6. Lying	69
7. Self-Centeredness	79
8. Stubbornness	89
9. Tantrums	101
10. Territorialism	113
11. Whining	125
Part II. Little Lost Lambs	137
12. Endless Questioning	139
13. Fantasy World	151
14. Fickleness	161
15. Helplessness	173
16. Irrational Fears	183
17. Forgetfulness	195
18. Mood Swings	207
19. Neediness	219
20. Short Attention Spans	231

Contents vii

<i>Conclusion</i>	241
<i>Special Section: Advice for Bosses—TOT Proof Your Company</i>	243
<i>About Lynn Taylor</i>	261
<i>Index</i>	263

<http://www.pbookshop.com>

<http://www.pbookshop.com>