

Be Bulletproof

How to achieve success
in tough times at work



How do you deal with a difficult boss? Make him or her a 'customer'. Viewing your boss like that puts them at a healthy distance and reduces emotional intensity. It emphasises that you have more control and latitude than you might think. You start thinking about goals rather than problems. Start with your customer research. What do you know about your boss? What are their likes and dislikes? Adapt your approach just as you would for a customer. Take pride in your ability to be flexible and adaptive to keep your boss happy.

Be Bulletproof is a book by business trainers James and Simon Brooke