

Be Bulletproof

How to achieve success
in tough times at work



SOMETIMES you have to give a little to gain a lot. When you're under attack it is often a good idea to accept a small point that your attacker is making. Almost everybody will then reciprocate by acknowledging your view to a certain extent. You might admit that the tone of an email, for example, was a bit fierce – or that you hadn't quite appreciated the pressure they were under. It is likely that the other person will concede a point to you. Then the door of communication starts to open and you have dialogue.

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