THE INTERNATIONAL BESTSELLING SERIES

THE RULES OF WORK

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THE RULES OF WORK

Rules of Work

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Introduction

How to use the Rules

Walk your talk

- 1 Get your work noticed
- 2 Never stand still
- 3 Volunteer carefully
- 4 Carve out a niche for yourself
- 5 Under promise and over deliver
- 6 Learn to ask why
- 7 Be 100 per cent committed
- 8 Learn from others' mistakes



- 9 Enjoy what you are doing
- 10 Develop the right attitude
- 11 Be passionate but don't kill yourself
- 12 Manage your energy
- 13 Never let anyone know how hard you work
- 14 Keep your home life at home

Know that you're being judged at all times

- 15 No touching except for handshakes
- 16 No limp fish develop the perfect handshake
- 17 Exude confidence and energy
- 18 Develop a style that gets you noticed
- 19 Pay attention to personal grooming
- 20 Be attractive
- 21 Be cool
- 22 Speak well
- 23 Write well
- 24 Big brother is watching you

Have a plan

- 25 Know what you want long term
- 26 Know what you want short term
- 27 Study the promotion system
- 28 Develop a game plan
- 29 Set objectives
- 30 Know your role



- 31 Know yourself strengths and weaknesses
- 32 Identify key times and events
- 33 Anticipate threats
- 34 Look for opportunities
- 35 Make learning a lifelong mission

If you can't say anything nice shut up

- 36 Don't gossip
- 37 Don't bitch
- 38 Stand up for others
- 39 Compliment people sincerely
- 40 Be cheerful and positive
- 41 Ask questions
- 42 Use 'please' and 'thank you'
- 43 Don't swear
- 44 Be a good listener
- 45 Only speak sense

Look after yourself

- 46 Know the ethics of your industry
- 47 Know the legalities of your industry
- 48 Set personal standards
- 49 Never lie
- 50 Never cover up for anyone else
- 51 Keep records
- 52 Know the difference between the truth and the whole



truth

- 53 Cultivate your support/contacts/friends
- 54 Date with caution
- 55 Understand others' motives
- 56 Keep the faith
- 57 Put things in perspective

Blend in

- 58 Know the corporate culture
- 59 Speak the language
- 60 Dress up or down accordingly
- 61 Be adaptable in your dealings with different people
- 62 Make your boss look good
- 63 Know where to hang out, and when
- 64 Understand the social protocols
- 65 Know the rules about authority
- 66 Never disapprove of others
- 67 Understand the herd mentality

Act one step ahead

- 68 Dress one step ahead
- 69 Talk one step ahead
- 70 Act one step ahead
- 71 Think one step ahead
- 72 Address corporate issues and problems
- 73 Make your company better for having you there



- 74 Talk of 'we' rather than 'I'
- 75 Walk the walk
- 76 Spend more time with senior staff
- 77 Get people to assume you have already made the step
- 78 Prepare for the step after next

Cultivate diplomacy

- 79 Ask questions in times of conflict
- 80 Don't take sides
- 81 Know when to keep your opinions to yourself
- 82 Be conciliatory
- 83 Never lose your temper
- 84 Never get personal
- 85 Know how to handle other people's anger
- 86 Stand your ground
- 87 Be objective about the situation

Know the system and milk it

- 88 Know all the unspoken rules of office life
- 89 Know what to call everyone
- 90 Know when to stay late and when to go early
- 91 Know the theft or perks rule
- 92 Identify the people who count
- 93 Be on the right side of the people who count
- 94 Be well up on new management techniques



- 95 Know the undercurrents and hidden agendas
- 96 Know the favourites and cultivate them
- 97 Know the mission statement and understand it

Handle the opposition

- 98 Identify the opposition
- 99 Study them closely
- 100 Don't back-stab
- 101 Know the psychology of promotion
- 102 Don't give too much away
- 103 Keep your ear to the ground
- 104 Make the opposition seem irreplaceable
- 105 Don't damn the opposition with faint praise
- 106 Capitalise on the career-enhancing moments
- 107 Cultivate the friendship and approval of your colleagues
- 108 Know when to break the rules

The Rules of power

- 1 Knowledge is power
- 2 Be able to walk away
- 3 Know who you're dealing with
- 4 Be authoritative
- 5 Be likeable
- 6 Know who you are
- 7 Be great at your job



8 Get people on your side
9 Be controlled
10 Don't give it away
Had enough yet . . .?
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