

## **Reviews and Testimonials for *The Art of Being Indispensable at Work***

During my 33 years in the military, many people would ask me how they could improve to be the #1 person in their peer group. I'd ask them who they thought the #1 person was, and they almost always had the correct answer. I'd say to them, "if you want to be #1, be more like that person." Bruce Tulgan analyzes, provides vignettes, and summarizes for us the essence of how to be that indispensable, "Go-to" person. Do you want to be a better leader, better performer, perhaps #1 in your peer group? If so, read this book. Both of my sons are young military officers, and I'm sending them a copy.

**Greg Lengyel, Major General, USAF (retired), Deputy Commanding General U.S. Joint Special Operations Command (2016-2018), Vice President Sandoval Custom Creations Inc.**

I am, yet again, tremendously impressed with Bruce's ability to present these complicated and important issues in an understandable, and useful way. This is a must read, fantastic "how-to-guide" to understand the positive power of attitude, influence, teaming, collaboration, building professional relationships, and being a leader in developing a culture of excellence.

**Brigadier General Kevin Jacobsen, USAF (ret), 16<sup>th</sup> Commander (Special Agent) Air Force Office of Special Investigations (2010-2014), Managing Director, Ernst & Young, LLP**

This could be the most practical and immediately usable book I have ever read. I found myself dropping these suggestions right into my current situation and going oh! Right! So that's what I did wrong! I can do it this way next time! Bruce has found a way to boil down the most complicated and delicate balance of yes, no, commit, and manage expectations of anyone I have ever seen. Mastering Go-to-ism is a thing! And Bruce just gave you the ultimate roadmap.

**Eric Hutcherson, EVP, Chief Human Resources Officer, National Basketball Association**

For anybody at any level in any organization who wants to be that indispensable go to person, read this book. In this constantly changing world, we all have to be able to rely on each other at work more than ever and the best way is for all of us to learn how to be better at serving each other. Bruce's research-based approach will show you how to lead from wherever you are—up, down, sideways... and diagonal.

**Ray Blanchette, President and CEO, TGI Friday's**

Bruce Tulgan does it again. By zeroing in on the behaviors that make the most successful people 'tick', he highlights the key attributes that are critical to survive AND thrive, despite the challenges.

**Susan Unvarsky, Head of US Customer Service, Back Office, Prudential Financial**

*The Art of Being Indispensable at Work* is a must read for someone who really wants to differentiate themselves in today's workforce. Bruce Tulgan reminds us that seemingly small actions can make such a huge difference! Great concepts in a practical and pragmatic approach to becoming that "go-to" person at work.

**Vanessa Boulous, Chief Operations Officer, YMCA Retirement Fund**

Wow, *The Art of Being Indispensable at Work* is an incredible book that explains those subtle, yet crucial, keys to victory in the workplace. This information provides step-by-step instruction on the necessary components to building relationships that drive success. If you are challenged in how to get ahead based on your accomplishments, these are the answers to questions you didn't know to ask. With this guide, anyone can start building an upward spiral of real influence to create a personal people power.

**Kymberlee Dwinell, Director, Global Diversity & Inclusion, Northrop Grumman Corporation**

"Having led in a complex matrix structure for over 20 years, Bruce's deep experience and knowledge in management and leadership really shines through in this book. He is absolutely "spot on" regarding the challenges of being effective working outside a clear chain-of-command type organization. His research about how to thrive in that environment – when you have to rely on people you cannot hold directly accountable—provides a bona fide step-by-step plan for succeeding in today's workplace. This is a book I want all of my team to read so they can benchmark that the key to success is serving each other, adding value in every interaction, and making themselves indispensable to each other.

**Jon Morrison, President, Americas, WABCO**

Finally, a book on how to be effective as an individual contributor, a team player, *and* a leader—someone who can be counted on to deliver on spec, on time, every time. Bruce lays out the path to gaining real influence, leveraging alignment to get things done through others, setting yourself and your team up for success, and delivering tangible results. A true lesson in servant leadership, teamwork and followership.

**Shaun McConkey, COO, US Operations, Carclo Technical Plastics**

*The Art of Being Indispensable at Work* is practical, forward-thinking, and provides excellent tips, best practices, and insights for succeeding in your career. This is a must-read for anyone wanting to be the best in their position and truly indispensable in their role. I personally plan to implement what I learned from this book.

**Anne Anderton Warren, Executive Vice President & Chief Human Resources Officer, MKC**

Bruce puts into words principles I've observed over the years, but didn't know how to communicate them effectively to others. From describing how to earn "real influence" and principles for good decision-making, to the importance of professionalizing and continually improving yourself and your work.

**Paul White, Ph.D., Co-author, *The 5 Languages of Appreciation in the Workplace***

In this ever-changing environment, Bruce Tulgan provides insight and sound guidance for professionals to achieve success. In his latest book, *The Art of Being Indispensable at Work*, he continues his direct, yet easy to read, advice as our jobs get harder, more consuming, and require flexibility and teamwork. While I enjoyed the entire book, I, personally, like the chapter, *Go-to-ism, The Art of Being Indispensable at Work* which emphasizes the importance of corporate culture, inclusivity, and tone at the top in attaining and maintaining a successful organization. With the most recent global event that impacted our economy and work environments, Bruce Tulgan's book is a reminder of how we need to maintain our professionalism and positivity in our daily responses to challenges.

**Michelle McHale, Partner, Plante Moran**

In today's challenging economy, it may seem critical to say yes to every request. And they're coming in fast and furious from all sides! Bruce Tulgan's new book, *The Art of Being Indispensable At Work*, is a practical guide to being the Go-To Person you want to be right now—while preserving your sanity.

**Janet Altman, Partner, Kaufman Rossin**

Once again Bruce has masterfully navigated the speed and complexity of the work environment to clearly define today's top challenges and offer down-to-earth, practical advice and solutions to address the issues. Filled with real-life examples and stories, he guides the reader on how to be successful in the workplace and life. If you want to increase your influence with others, gain clarity, increase efficiency and effectiveness, and rid yourself of overwhelming workloads and commitments, this book is a must read! It has already made a difference in my work and life.

**Jill Kilroy, AVP Talent Management, Horace Mann Companies**

Tulgan's message on being indispensable at work is insightful, practical, and can be applied immediately. It is amazing what teams can do when they pull together during times of uncertainty. I appreciate the examples and scenarios Bruce uses to drive points home. Bruce uses real life scenarios to inspire us to take accountability and take action to practice, practice, practice his practical approach to collaboration and leadership.

**Ryan Mayotte, Director Sales Capability, CDW**

As we come out of the economic impact of the COVID-19 pandemic there will be challenges to all businesses. Bruce Tulgan has very good words of wisdom not only for those starting a new career but so too those who are seasoned veterans as employees be it staff or managers—even good for owners! Being an indispensable employee is now more important than ever. A very good read.

**Bill Jacobs, Board of Trustees, King's Daughter Medical Center, Publisher of the Daily Leader and Prentiss Headlight (1995-2012)**

Bruce Tulgan's book is an absolute must read for business owners, management and anyone who wants to be one of those indispensable go-to people at work. One of my secret weapons in building a 100 million dollar business was figuring out how to hire and develop exactly the sort of go to people Bruce writes about in this book.

**Peter Stavisky, Founder & CEO, Barrington Media Group**

Tulgan once again delivers an extraordinary blueprint for performance that should be in the hands of every employee who wants to make a difference, get ahead and succeed. This book is a master class on becoming indispensable that perfectly balances what to do with what not to do. A great gift for every graduate entering the workforce, anyone who wants to succeed and particularly for use in mentoring programs. This book is destined to become a classic.

**Pamela S. Kaczer, Director, Human Resources, RBC, CT Aerospace Operations**

Like all of Bruce's books, *The Art of Being Indispensable at Work* gives you practical, but highly insightful, answers to the top challenges business leaders and their teams face. What sets Bruce's books apart from others, is the relatable stories summarized from the decades of research he has done. This how-to-guide is applicable for anyone in business who wants to, as the title says, become indispensable. This book will help you be a leader even if you are not "designated" as one, learn to follow through with what you have taken on and perhaps most importantly, when to say no.

**Maria Melfa, President & CEO, The Training Associates**

A great read. What I like most about this book is that you can feel Bruce's passion and all of the best practices are research based. Everyone at every stage in their career can benefit from more focus on increasing the value we bring to our work.

**Ken Taylor, President, and Editor in Chief, Training Industry, Inc.**

Bruce has an innate way in truly listing out how we can succeed in the work place of today. No matter what position you are in, the size or age of the organization, the truths that are expressed throughout can be used to succeed whether managing up or down. "How you align yourself in terms of decision making and support—and with whom—is the first core mechanism of becoming indispensable at work". This is my go forward mantra.

**Anisa Telwar Kaicker, Founder & CEO, Anisa**