



# POWERFUL WAYS TO ACT

Managers like routine. They like to know that what happened yesterday will happen today and that no one is thinking too hard about it. You can make them nervous simply by doing something different, even something normal that would be unthreatening to the non-managerial mind. When they have to keep guessing where the next shot is coming from, you have the upper hand.

- **Disrupt the flow of work**, the chain of command, or the employer's control over workers. Disruption gets attention, and often gets results.
- **Alter and improve.** Some things we can change simply by doing them differently: slow down production, take a longer break, or change the way work is organized. Once something is changed, it's harder for the employer to change it back.
- **Take control.** When the boss gives an order, he sets a chain of events in motion. When we act collectively, we start a chain of events in a different direction.

