

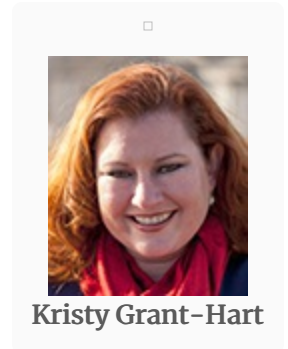
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The art of soft influence

By Kristy Grant-Hart

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Have you ever been at an impasse with your boss or a business leader that begins to get heated? Your blood pressure starts to rise, and the temptation to boldly state your opinion or assert your will is strong. Your instinct may be to get louder. It's human nature, but it's not helpful.

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