

11 THINGS YOU SHOULD NEVER UNDERESTIMATE AT WORK

[Learn the unspoken rules nobody teaches you]



THE POWER OF BEING LIKED

People promote who they trust.
Not just who performs best.

Here's the reality:

- Your boss has 3 equally qualified candidates
- Who gets the promotion? The one they enjoy working with
- Likability beats competence 70% of the time

Action step:

Smile more. Ask about their weekend. Remember their coffee order. Small gestures = Big career moves.



Harvey Lee

Top 10 Product Marketing Consultant



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YOUR MANAGER'S INSECURITIES

They're human too.

Make them look good, they'll return the favour.

The uncomfortable truth:

- Every manager fears being exposed as incompetent
- They promote people who make them shine
- Your job isn't just doing work - it's making your boss successful

Action step:

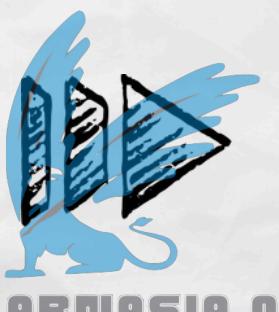
Share credit publicly. Send updates that highlight team wins. Copy them on praise emails.

Their success = Your success.



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THE PERSON WHO BRINGS DONUTS

Small gestures build big relationships.
Consistency beats grand gestures.

Why this works:

- Creates positive associations with your presence
- Shows you think about others
- Builds social capital without being transactional

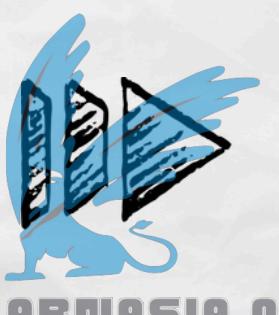
Action step:

Be the person who remembers birthdays. Bring coffee for late meetings. Celebrate others' wins loudly. Generosity is the ultimate networking strategy.



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WATER COOLER CONVERSATIONS

Real decisions happen outside meeting rooms.
Be present for the informal moments.

What really happens:

- The "official" meeting just formalises what was already decided
- Influence flows through casual conversations
- Being absent = being forgotten

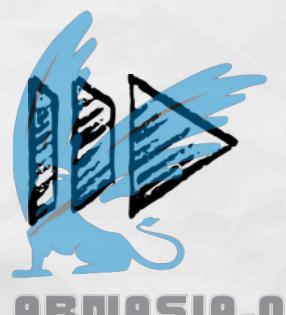
Action step:

Don't eat lunch at your desk. Join the coffee runs. Stay for 5 minutes after meetings end.
Proximity to power = Access to opportunities.



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THE QUIET PERSON IN MEETINGS

They're usually listening.
And they remember everything.

The observer advantage:

- They catch details others miss
- They're building mental maps of office dynamics
- When they speak, people listen (scarcity principle)

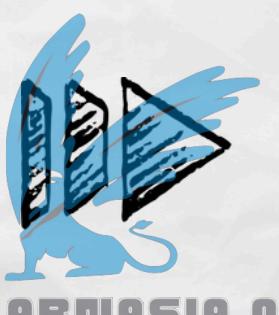
Action step:

Connect with the quiet ones 1:1. Ask for their perspective.
They often have the best insights.
The loudest voice isn't always the smartest one.



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YOUR REPUTATION WITH ASSISTANTS

They have more influence than you think.
Treat everyone with respect.

Behind the scenes reality:

- They control access to decision-makers
- They know where all the bodies are buried
- They can make your life easier or harder

Action step:

Learn their names. Say thank you. Ask how they're doing. Remember their kids' names.
Assistants are the real power brokers.



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YOUR LAST INTERACTION

People remember how you made them feel.
End every conversation on a positive note.

The psychology:

- Recency bias makes final impressions stick
- One bad interaction can undo months of good work
- People make decisions based on feelings, not logic

Action step:

Always end with gratitude. "Thanks for your time." "I appreciate your perspective." "Great talking with you." Your exit is their lasting memory.



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COMPANY CULTURE SHIFTS

What got you here won't get you there.
Stay adaptable to changing environments.

Culture evolution happens when:

- New leadership arrives
- Company growth phases change
- Market conditions shift dramatically

Action step:

Watch for changing language in meetings. Notice what behaviours get rewarded now vs. before. Adapt your style accordingly. Cultural intelligence = Career survival.



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DIGITAL BODY LANGUAGE

Your Slack tone matters.

Your email timing sends messages.

What your digital habits reveal:

- Late-night emails = Poor boundaries or dedication?
- Short responses = Busy or rude?
- Emoji usage = Friendly or unprofessional?

Action step:

Read your messages aloud before sending. Use delay send for after-hours thoughts. Match the communication style of your audience. Your pixels have personality.



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SAYING "I DON'T KNOW"

Honesty builds more trust than fake expertise.
People appreciate authentic vulnerability.

Why this works:

- Shows intellectual humility
- Prevents you from making promises you can't keep
- Opens space for collaboration and learning

Action step:

Follow "I don't know" with "but I can find out" or "let me connect you with someone who does." Confidence isn't knowing everything - it's knowing your limits.



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FOLLOW-THROUGH POWER

Most people promise.
Few people deliver.
Be the one who does what they say.

The reliability advantage:

- Creates predictable value for others
- Builds compound trust over time
- Makes you the "go-to" person for important projects

Action step:

Under-promise and over-deliver. Send status updates without being asked. Do what you say when you say you'll do it. Reliability is the ultimate competitive advantage.



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