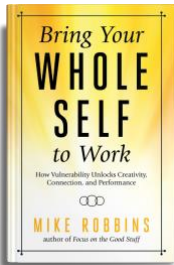


# CBODN: In The Know Recap

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October, 2020 In The Know Summary

## **Bring Your Whole Self to Work**

Mike Robbins

The notes below were prepared for the Chesapeake Bay Organizational Development Network (CBODN) Book Club. The notes are not intended to be a full book summary or review—rather they are highlights that guided the group discussion.

### **Book Notes Courtesy of Kate Neville**

#### **Overview of 5 Principles with Action Ideas**

##### **1. Be Authentic**

- Continuum of Phony, Honest, and Authentic
- Equation of Honesty-Self Righteousness + Vulnerability = Authenticity
- Professional Credibility (background, credentials, titles) and Personal Credibility (trustworthiness, connect and relate in genuine way)
- Action Ideas:
  - Lower your waterline
  - Ask for help
  - Check in with others (helps be more present to share how they feel/what's going on; creates connection)
  - Admit when you make mistakes or don't know
  - Address conflicts quickly and directly (more likely to resolve, takes away fear)

##### **2. Utilize Power of Appreciation**

- Distinction between recognition (what they do/results) and appreciation (who they are)
- Gratitude (readiness to show appreciation, being thankful, returning kindness)
- Action Ideas:
  - Appreciate people (Oprah story re president and celebrities asking if OK)
  - Take opportunities to express appreciation (email, conversation, meetings)
  - Positive impact of making it part of how you interact and communicate and how team operates
  - Just say thank you to compliments
  - Ask what people are grateful for
  - Write handwritten heartfelt notes
  - Start meetings with good stuff and end with appreciation

### 3. Focus on Emotional Intelligence

- 4 components: Self-awareness, self-management, social awareness, relationship management
- Mindfulness
- Listening
- Action Ideas:
  - Check in with yourself
  - Mindfulness practices
  - Journal
  - Give people undivided attention
  - “Clean out your filter”: bring issue up with person and hang on until resolved (scary/awkward conversation) or let it go (rising above judgments and self-righteousness)

### 4. Embrace a Growth Mindset

- Fixed v. Growth (Carol Dweck)
- “Why is this happening for me?” rather than “to me”: pain/failure as an opportunity to learn/grow
- Be aware of fixed-mindset triggers
- Action Ideas:
  - Get a coach = -)
  - Celebrate failure (it’s essential to learning and success: MJ quote; talking about it takes away its power)
  - Ask what team/other person can start/stop/continue doing to enhance performance/success/connection when making changes and when giving feedback (requires maturity/EI/growth mindset)
  - Take “personal growth” workshops
  - Make commitments to your manager/team (commitments and accountability essential to your growth and success; talk about development plans/what working on improving, creates psychological safety)

### 5. Create a Championship Team

- Mechanics (above the line) v. Psychology (below the line): Iceberg analogy
- 2 conditions that create high performance:
  - Healthy high expectations (not perfection) and High level of nurturance
- Psychological safety (confidence that your team will not embarrass, reject or punish you for speaking up; mutual trust and respect, comfortable being self, willing to take risks)
- Action ideas:
  - Focus on Job (to help the team/company win) more than on Role
  - Create and live by team values
  - Elect cultural ambassadors (everyone takes ownership of the culture, look for ways to enhance creativity and fun)
  - Talk about your team dynamic
  - Do fun things together
- Keeping things in perspective (courage, commitment, curiosity, openness, faith and vulnerability, willingness to fail and fully show up at work/in life): Would add joy

**About the CBODN In the Know Book Club** In this monthly book club, a presenter shares highlights from a book related to leadership, business, neuroscience, or coaching. Membership is not required, and there’s no obligation to pre-read the book. [Register here](#) for upcoming events. For the full set of discussion summaries, [click here](#).