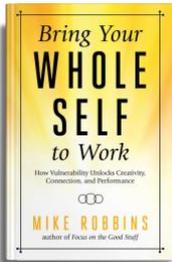


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October, 2020 In The Know Summary

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](#).