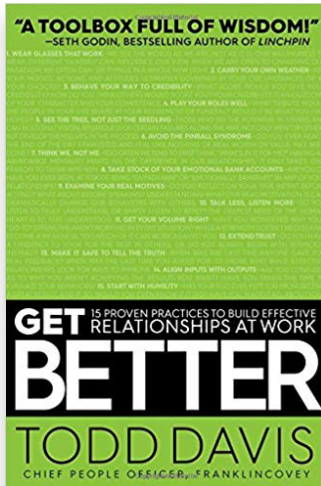


# EXECUTIVE BOOK SUMMARIES

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## ABOUT THE AUTHOR

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## Get Better THE NUTSHELL

Simon & Schuster 2017

### Introduction

You've probably heard the adage that an organization's greatest assets are its people. I'd like to take that one step further and share that it's the relationships between those people that create the culture and, in the end, become an organization's ultimate competitive advantage.

### Practice 1 - Wear Glasses That Work

If you don't wear glasses that work, you act on incorrect information, you won't get the results you want, and you will feel foolish when you recognize your version of the truth is limited and inaccurate.

### Practice 2 - Carry Your Own Weather

When you don't carry your own weather, life happens to you, being a martyr becomes your brand, and you limit your ability to positively influence others.

### Practice 3 - Behave Your Way to Credibility

When you don't behave your way to credibility, you'll be frustrated that people judge you on your behavior, not your good intentions. You're irritated because you feel you must prove yourself to others and over time, no one trusts you or has confidence in you.

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## **Practice 4 - Play Your Roles Well**

When you don't play your roles well, you constantly feel out of balance and guilty. You may neglect an important role for so long that you cause severe relationship damage and you'll fear life is ultimately unrewarding.

## **Practice 5 - See the Tree, Not Just the Seedling**

When you see just the seedling and not the tree, your limiting beliefs become reality, growth is stunted in yourself and others, and you're constantly look elsewhere for talent that might be right in front of you.

## **Practice 6 - Avoid the Pinball Syndrome**

When you don't avoid the pinball syndrome, you don't realize where you've ended up until it's too late. You're so busy fighting fires, you spend no time on preventing them and you need to beat the pinball game but often end up feeling like the ball.

## **Practice 7 - Think We, Not Me**

When you don't "think we, not me," you live with the fear that there's never enough, perhaps resenting others around you when they succeed. You achieve short-term wins at the expense of genuine long-term successes and people avoid you because they don't want to live or work with a martyr.

## **Practice 8 - Take Stock of Your Emotional Bank Accounts**

When you don't take stock of your Emotional Bank Accounts, you're confused as to why someone doesn't appreciate your attempts to be helpful. Recovering from a mistake takes longer than it should and you inadvertently lose the trust of important relationships around you.

## **Practice 9 - Examine Your Real Motives**

When you don't examine your real motives, you get hijacked by unconscious behaviors that lead to ineffective outcomes. You may think you're fooling others when you're not as your motives speak louder than your words or actions, and you start to lose sight of your values and who you really want to be.

## **Practice 10 - Talk Less, Listen More**

When you don't talk less and listen more, you rarely get to the heart of an issue, if at all. You lose the opportunity to be influenced by others and, in turn, have greater influence yourself, and you alienate people who might otherwise respect and confide in you.

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## **Practice 11 - Get Your Volume Right**

When you don't get your volume right, you're not sure why people respond negatively to your strengths, and it shakes your confidence. People misinterpret your intentions because they can't see past the noise, and then they start to avoid you. "Strengths overkill" may limit your career and credibility.

## **Practice 12 - Extend Trust**

When you don't extend trust, you lose the passion and engagement of others. You're convinced you need to micromanage everything, losing valuable time, and you limit possibilities and minimize opportunities for great relationships at work and home.

## **Practice 13 - Make It Safe to Tell the Truth**

When you don't make it safe to tell the truth, you're unaware of what you don't know and you're likely missing key insights about your impact on others and the chance to change it if necessary. You have less rapport with others, missing out on deep and trusted relationships and you not only discover that the emperor has no clothes, but the emperor could be you.

## **Practice 14 - Align Inputs With Outputs**

When you don't align inputs with outputs, regardless of how hard you work, your results stay the same—or get worse. You begin to doubt and second-guess yourself and you see others pass you by.

## **Practice 15 - Start With Humility**

If you don't start with humility, your ego keeps you continuously looking for external validation that never satisfies. You're the topic of side conversations (not in a good way) and you miss opportunities to learn because you rarely listen to anybody but yourself.