At 211°, water is hot.
At 212°, it boils. With boiling water, comes steam.
And steam can power a locomotive.
And…it’s that ONE extra degree that makes all the difference!

- What is the importance of that extra degree—from 211° to 212°?
- Discuss the outcomes of the extra degree.
- What is the difference between a desire to achieve and a commitment to achieve?
- Watch 212°...The Extra Degree movie play.simpletruths.com/movie/212-the-extra-degree

Discussion Questions:

1) **212° Service:** Service is the lifeblood of any organization. Customer Service is not a department, it’s an attitude.
   - What are some of your company’s core values? How do those values fall in line with great customer service?

2) **212° Attitude:** The only thing that stands between a person and what they want in life is the will to try it and the faith to believe it possible.
   - How do you demonstrate unwavering passion at work? In what ways could you improve?

3) **212° Leadership:** They don’t care how much you know until they know how much you care.
   - What are some little ways you show your employees that you care? What more can you do to become a good servant, and then a better leader?

4) **212° Kindness:** It is one of the most beautiful compensations in life...we can never help another without helping ourselves.
   - What are some ways you have made positive differences in the lives of others? Create short-term and long-term goals that you can act upon right now to impact someone else’s life in a positive way.

5) **212° Commitment:** You cannot get what you’ve never had unless you’re willing to do what you’ve never done.
   - Write down a present goal that you’re committed to and then the steps you need to take to get you there. Remember your “market value” increases by knowing and doing more.
6) **212° Belief:** Whether you think you can, or think you can’t... you’re right.
   • Name a time when you felt like someone underestimated your abilities and how your beliefs powered you through. What methods do you use to stay positive, even during great strife?

7) **212° Focus:** Having a simple, clearly defined goal can cut through the fog like a beacon in the night.
   • If you had to name your company’s most critical issue right now, would you change it? How can this issue be improved or even eliminated by giving it your complete, undivided attention? How can you create laser-like focus in order to bring attention and resolution to this issue?

8) **212° Perseverance:** By endurance, we conquer.
   • Why is focus on short-term goals sometimes so imperative to long-term success? And why is communication among team members so important to the overall success of the team as a whole?

9) **212° Actions:** With awareness comes responsibility...responsibility to act.
   • Name some actions you can take today to become a better friend, parent, and employee. How can you go from just being an average friend, parent, or employee to the group of “and then somes” the book describes?

10) **212° Reflections**
    • Discuss the following reflections at the end of the book. Write down the thoughts you have upon reading them and then the 212° commitment you are willing to make for each one.
      o Practice Kindness
      o Cease to Complain
      o Pause and Reflect
      o Prune the Diversions
      o Risk and Attempt

CONCLUSION

Let the number 212° serve as your constant reminder: It’s a new way of thinking—your new way of action. Write it down and leave it wherever it serves you best—wherever you need a prompt to extra action (or just action itself). It’s time to turn up the heat! Go to work.