Guide for Commitment

212 The Extra Degree
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Includes printable worksheet for meeting participants
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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!

Prior to your meeting, provide a copy of 212° The Extra Degree to each meeting participant, and request the participants read the book and come prepared for discussion. The book will also serve as a learning tool and a future resource to reinforce training ideas.

Watch 212° The Extra Degree movie: play.simpletruths.com/movie/212-the-extra-degree and ask these thought-provoking questions prior to discussing the book:

1. What is the importance of that extra degree—from 211° to 212°?
   • Discuss the outcomes of the extra degree.

2. What is the difference between a desire to achieve and a commitment to achieve?
Book Discussion Questions

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?

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?

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?

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.
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.

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?

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 would it be?

• 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?

212° Perseverance
By endurance, we conquer.

• Why is focus on short-term goals sometimes so imperative to long-term success?

• Why is communication among team members so important to the overall success of the team as a whole?
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?

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.

• Practice Kindness
• Cease to Complain
• Pause and Reflect
• Prune the Diversions
• Risk and Attempt

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.