

1 Page Quick Action Sheet

Fail To Learn Show #34, with David Marquet ([go to show page](#))

This 1 page quick action sheet gives you 3 points you can implement this week. These 3 items will keep you focused for the week.

1. Ask more questions

Leaders ask more, and better, questions. Realize you don't know everything. When someone comes to you with something ask better questions. Ask question about things that seem obvious.

Why do we do it that way? If you could improve how this is accomplished, what would you do? Etc.

Listen to the answers. Listen for what's not said. Don't follow non-sequiturs.

[Read this](#) for reasons to repeat a question you just asked.

2. Control your language

David said, "I can only control my own language but by controlling my language I can influence other people and invite people to a better place."

Give your team the words they need. Practice with them.

Instead of asking for permission to do something, David's crew would say, "I intend to..." Often the commander would ask questions (see item 1) to make sure everything was safe and then reply with, "Very well."

Relisten to the interview and [get David's book](#) to understand how they did this.

3. Reward what's working, ignore what's not

If you want more of a behavior, reward it. If you don't like a behavior, ignore it. This is traditional behavioral operant conditioning.

Unfortunately, we often give attention to those who do the wrong thing. We tell them they're doing it wrong, we punish, etc. Yet this is the equivalent of rewarding the bad behavior by giving it attention.

When you see something going well, reward it immediately. A reward can be as simple as saying, "good job." It doesn't have to be hard. But it does have to be immediately after you notice it. Reward good deeds as soon as possible.

Read more about [operant conditioning here](#).