



EP. 108 ALAN STEIN JR.

WITH HOST DON YAEGER

(4:40) "Steph Curry held himself to an unparalleled standard of excellence. He would not leave practice until he swished five consecutive free throws. The first step of raising your game is to raise your _____.

(10:45) "Stress comes from _____.

(16:50) "Burnout happens when _____.

(23:30) "Just because something is basic, it does not mean that it is _____. A lot of people use those words interchangeably as if they are synonyms, but they don't mean the same thing. There are so many things in life that are basic in principle, but are still really hard to execute."

(24:00) *Reflection Question:* What are three fundamentals in your current role?

1. _____
2. _____
3. _____

(35:00) Make sure your employees' roles are _____. Then, they can embrace their role and respect and appreciate the roles of their teammates. No matter where they fall on the org chart, you want them to wake up every day saying, I'm going to star in my role today.

(36:00) *Reflection Question:* If you encourage your team to deliver better customer service, but measure how many customers they can get through in an hour, you are setting yourself up for failure. Name three things you measure, then ask yourself: Is that in alignment with our desired culture?

1. _____
2. _____
3. _____