



EP. 110 NETFLIX CFO SPENCE NEUMANN

WITH HOST DON YAEGER

- (6:20) The best leaders are the _____, constantly looking for ways to take what we are collectively being asked to do and make it simpler. Do you track hundreds of metrics, assuming that more is always better? Or do you boil it down to the two or three that really matter?
- (6:45) Saying no is a lot harder than saying yes. It is always tempting to say yes, and go after the shiny new object. The hard thing is to have the discipline to focus on getting better every day at the thing you have been doing for years.
Reflection Question: In what area of your life do you need greater discipline?
- (15:30) You have to understand what your team is going through every day. To lead others, you have to be in the work. Not above the work. You can't understand your team, your customers, or your stakeholders from an Ivory Tower.
Reflection Question: On a scale of 1-10 how would you rate your ability to be "in the work" with your team? Write down one thing you can do this week to improve your rating.
- (18:15) Moments come and go, so you need to show up every time you get a chance because you can never get that opportunity back.
- (33:45) For a culture to thrive, it has to be lived. We can put it up on a presentation or have it as a sign on the wall, but cultures are not _____. They are living and breathing things, and we have to continue to grow, adjust, and improve.