

SERVE OTHERS ... REPEAT

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PDF COMPANION TO THE AUDIOBOOK

#### **NEVER FORGET WHERE YOU CAME FROM**

- Take a minute or two to consider where you came from. What was your childhood like? Your adolescence? What experiences helped shape you into the person you've become? Which experiences were positive, and how can you build on those? By the same token, what part(s) of your early years do you consider unfortunate? Does any aspect of who you are today derive from a negative experience? What can you do to change that?
- How do you keep memories of where you came from fresh in your mind? A visual reference point is always helpful. In my case, I write down the address of our government project home on a wristband every time I take the field. Is there something similar—a letter, a photograph, or a keepsake—that reminds you of where you started and, just as important, how far you've come?

- When was the last time you went back to the city, town, or neighborhood where you grew up? What was the experience like? What emotions did it bring out in you? Did you feel an ongoing connection to the place, or did you feel utterly removed? Did it seem odd or foreign? If that was your experience, how did it make you feel?
- If you'd rather forget about your past, think about how you might benefit from keeping in mind where you came from. Set aside an hour or two and consider what you say and how you act. What influence does your past have on your behavior and attitude?

### FOCUS ON WHAT YOU HAVE, NOT WHAT YOU DON'T HAVE

- Consider the last time you took part in some sort of activity or service that benefited others. Think about how your participation helped improve other people's lives or advance a cause. What can you do in the future to replicate that experience? Can you position yourself to take part in something of even greater importance?
- It's so easy to get caught up worrying about the things you don't
  have. Take some time to make a list of all the things you do
  have and are grateful for. Take it a step further and reach out
  to the people who have supported you and shared with you to
  thank them.
- Take one day to pay specific attention to how you put others first.
   At the end of the day, write down how many examples you can recall. The next day, see if you can add to the list. Keep going, and record your growth in your willingness to put others ahead of yourself.

#### PREPARE FOR SUCCESS

- Consider the last time you had to prepare for something important—a test, a presentation, a speech, anything you can remember. How did you go about preparing for it? Was there any method to how you prepared? What was the outcome? Were you pleased or disappointed with the results?
- Have you ever made a list of your goals? Take the time to come
  up with a list of things you want to accomplish—that's the first
  step toward making them happen. I encourage you to consider
  short-term goals (one year or less) as well as five- and ten-year
  goals.
- For me, film study is as much about reviewing my own mistakes as it is learning about other players. Do you ever take the time to review your own performance and think about how you can improve? Ask for feedback from your peers, or find a way to review your wins and losses and think about how you can improve next time.

#### YOUR WORD IS YOUR OATH

- When you think of the importance of keeping your word, what does that mean to you? Does it mean keeping your word without exception or occasionally compromising it? How do you see that commitment in others? Do you admire those whose word is their bond, their pledge of honor? By the same token, how do you treat others who are not as committed to keeping their word? Do you have a different relationship with them than with those whose word you can always trust?
- Have you ever broken a commitment you've made? How did that make you feel? Were there repercussions? What can you do to make sure you do better in the future?

#### FAILURE: THE BEST TEACHER THERE IS

- How did you react the last time you failed at something that
  mattered a great deal to you? You were probably upset, but
  did you get caught up in your emotions? Did you do anything
  besides get angry and frustrated? Or did those emotions lead
  you to something constructive, something that you could do to
  better prepare yourself for success in the future?
- As a developing servant leader, consider how others impacted by that failure reacted to it. Was their reaction similar to yours? If so, did you do anything about that reaction or merely join in?

### NEVER GET TOO HIGH, NEVER SINK TOO LOW

- Think back to a time that was particularly stressful. How did you handle it? Were you able to maintain your composure, or did you get caught up in the emotion of the moment? Did you feel a sense of balance, of not getting too excited or too disappointed if things did or didn't go your way?
- Do you have a strategy for balancing the various responsibilities and stresses in your life? How do you think you do at managing it?
- Why do you think it's important to not let yourself focus too much on either extreme highs or extreme lows? How do you find the middle ground?

### IGNORE THE DOUBTERS, FORGIVE THE HATERS

- Have you seen or experienced a subtle form of negative stereotyping? Where did it occur and how? Did others around you notice it as well? Did anyone say or do something? What happened?
- Consider the stereotypes you harbor about other people. Think about how you express them. What steps can you take to eliminate that sort of thinking in your words and actions?
- Have you had an experience of blaming someone else unjustifiably, or, by the same token, have you been blamed by someone else for something that simply wasn't reasonable? If you're the guilty party, did you take the time to apologize to the other person? If you were the one receiving the blame, how well were you able to keep it in context, to not take the criticism too seriously or personally? Do you have a strategy to remind yourself that we are all flawed and we all make mistakes?

#### BEND, DON'T BREAK

- What gives you strength? Is it your faith, your family, your community? How do you tap those resources for your own personal strength?
- How comfortable are you turning to others for support to boost your sense of strength? Do you consider it a true sign of servant leadership? If you feel it's a sign of weakness, what can you do to overcome that damaging form of self-criticism?
- Do you truly value what you have rather than hungering for something else? Are you able to balance the value of the present with a healthy focus on the future? Make a list of what you value in your life today. Keep the list handy, and add to it as new things occur to you.
- Are you able to narrow your sense of focus in a particular situation so you know precisely what you need to do in any given moment? If so, what steps do you follow? Do you stop and carefully think things out, or are your instincts more reliable? The more you practice acting with focus in the moment, the better you will get at it.
- Think about how you come back from failure or disappointment. Are you eager to review what you did as soon as you can, or do you prefer to let the dust settle a little bit before you address what went wrong?

### NEVER STOP PRACTICING, NEVER STOP LEARNING

- Ask yourself honestly: Are you a hard worker? How do you define hard work? Is it a matter of giving everything you can or outworking those around you? In your opinion, how important is the value of hard work with regard to obtaining significant goals?
- Would you consider yourself a student, someone who is continually learning? If you do see yourself as a student, do you actively seek out opportunities for learning? Moreover, do you look for learning opportunities that are especially challenging, or are you more comfortable with learning at a slower, less-demanding pace?
- Think about the activities you enjoy. Are they teaching you something, such as focus, patience, flexibility, or determination?
   Taking what you consider fun to a deeper level can make those activities all the more rewarding.
- Consider taking up an activity or hobby—maybe learning
  a musical instrument, cooking, gardening, or some other
  pastime—that you think can offer useful benefits to you as a
  leader.

#### STAY HUMBLE

- What do you think makes a person humble? Do you consider yourself humble? Have you considered what benefits you can receive if you approach things with a humble perspective?
- Think of an experience where you were not particularly humble. How did that make you feel? Did your lack of humility affect the outcome of the situation?
- When you've found yourself in a position of leadership, how do you approach those you lead? Do you see and address them as a group or as individuals who would benefit from a more oneon-one strategy?

#### FIND A COACH, BE A COACH

- Think about the characteristics and attributes you value in a coach.
   Then list the people in your life who possess those characteristics.
   Can you add any others to make your coaching experience more complete?
- What does being confident mean to you? Where's the tipping point between confidence and arrogance? How do you inspire confidence in others? If someone is arrogant or overly confident, how can you as a leader bring that person back toward a more balanced sense of confidence?
- Think of someone you know who you consider a confident person. How does that person speak and act? Think about what makes the confidence admirable without dissolving into arrogance. Then think about how those attributes contribute to great leadership.

# REALITY AND FANTASY: MY FAVORITE GAMES AND MY PERFECT GAME

- Consider an experience where you or someone else enjoyed amazing individual success but the group as a whole did not. If that was you, how did it make you feel? If it was someone else, how did that person react? Did he or she crow about the achievement or express more concern about the others who were not as successful?
- When was the last time you experienced a loss or some other form of disappointment and could do nothing about it? How did it make you feel? Did you see yourself as completely helpless, or did you do what you could under whatever circumstances you encountered?
- Have you ever been involved in an event or experience that came close to being perfect? What made it so special? What did you learn from the experience? Was there something about the situation that you could use in the future?

#### "BE LEGENDARY"

#### PASS IT ON

• Take some time to think about what you consider the most valuable leadership message in this book. Dedication? The ability to bend but not break? Coming to understand that timing can be so important in choosing the right moments to lead?