



Executive Summary: Mark Sanborn

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Shakespeare wrote, “All the world’s a stage,” and in life we all appear in roles within our organization, family, and community. The metaphor isn’t that we should act, but that people depend on us for performances that enlarge their lives and feed their dreams.

Don’t be the best at what you do, be the only one who can do what you do.

Passion isn’t enough to make you successful. You need both passion and process to be an encore performer.

The Five P’s of an Encore Performer

1) Preparation

Most games are won or lost before taking the court. Most speeches flop or hit before being delivered. You prepare for what you love.

2) Practice

Stop periodically throughout the day and capture what you’ve learned. Change never sticks unless we realize why it happened.

3) Performance

All remarkable performances touch us intellectually, emotionally, or behaviorally.

4) Pitfalls

5) Polish

Action Plan:

- ✓ Block off 30 minutes each afternoon for a week to catalog the insights you’ve gained during the day.
- ✓ Quiz your team about an encore performance they’ve witnessed over the last year. Ask them what made the performance memorable. As you dialog, ask each person to describe what an encore performance looks like in his or her role.