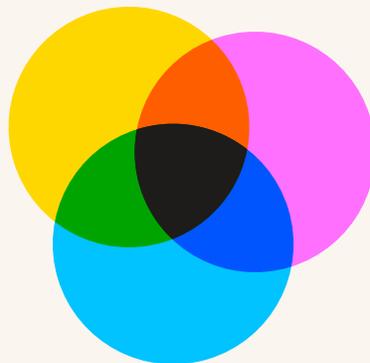


Chatter



Book Club Kit

For the Business Leader



Ethan Kross

For the Business Leader

1. Has chatter ever impacted your decision-making at work? When faced with chatter as you encounter a difficult business question, how do you cope?
2. As a business leader, can you still lead effectively when overcome or plagued by chatter? Why or why not?
3. If you lead or mentor a team, have you noticed particular moments that lead to chatter amongst your employees? Why do you think these scenarios lead to the most chatter?
4. How might you be a better “chatter advisor” to your employees or teammates? Are there any tools outlined in *Chatter* that you think would be particularly helpful in the workplace?
5. Rituals help people keep order in their life and, in turn, keep their chatter from overwhelming them. What rituals have you established within your company or immediate team? Are there any rituals you might want to establish after having read *Chatter*?
6. Kross defines wisdom as “recognizing the limits of one’s own knowledge, becoming aware of the varied contexts of life and how they may unfold over time, acknowledging other people’s viewpoints, and reconciling opposing perspectives.” How important is it for you to make wise decisions? Do you use any of the techniques that Kross describes to promote wisdom when you’re grappling with uncertainty? Why or why not?
7. Several studies discussed in *Chatter* describe how being outside or simply viewing nature has a positive effect on mental health—but typical office work these days is far removed from the great outdoors. During moments of high stress, how might you encourage your team to take advantage of the effects that nature can have on chatter? If you work in an urban setting, are there ways that you can reap the mental benefits of the great outdoors without venturing far from the office?
8. How can you help your team reframe major business problems they encounter in their work as challenges, rather than threats they should fear? Is this reframing technique a method you use yourself?
9. Employees and teammates aside, are there particular tools outlined in *Chatter* that help you mitigate your own chatter? Discuss the benefits employees would experience if their leaders experienced less chatter.
10. Kross reviews work suggesting that culture can influence both what people experience chatter about, and the tools they use to turn their inner voice into a strength rather than a liability. Does the organizational culture you’re a part of speak to issues concerning chatter? What concrete steps could you and your organization take to create a culture that empowers employees to harness their inner voice more effectively?