Givers
- give more than they get.
- use words like us, we, our, ours.
- most people act like givers in close relationships.
- are like a sun that provides energy to the organization.
- create opportunities for colleagues to contribute, even if they disagree with the colleague.
- see interdependence as a source of strength.
- create safe environments. Psychologically safe environments help people learn and innovate more.
- they don’t belittle people.

Matchers
- maintain balance of giving and getting.
- generally don’t want to over-give because it will leave them in debt to the person they helped.
- most people are matchers at work.

Themes
Networks
- offer three advantages: information, diverse skills, and power.
- takers focus on who can help them in the near future and this dictates what they give to their network.

Teachers’ beliefs
- how smart students are shapes how well the students will perform.
- set a high standard and expect that co-workers will act professionally.

Grit
- givers find ways to accomplish mundane, boring and difficult tasks.
- make the task interesting and motivating.

Powerless communication
- express vulnerability.
- frame the issue: start with knowledge of others point of view.
- ask questions.
- feedback must be genuine.

To participate in the discussion contact: rampersadk@pbclibrary.org