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BUSINESS BOOKS

The Four Mindsets: How to Influence, Motivate, and Lead High Performance Teams
Anna-Lucia Mackay
Wiley



Anna-Lucia Mackay's bestselling leadership and management book is packed with tools, tips, actionable points and useful take-away points to ensure readers learn how to increase team performance in an encouraging and inspiring way. Touted as the simplest and quickest (and most cost-effective!) way to increase business productivity, performance and revenue, *The Four Mindsets* offers up-to-date, modern strategies and techniques being used by management around the globe. It's useful format features chapter summaries and approaches that will not only change your management style, but influence those around you.

Successful managers, says Mackay, have to be able to move between mindsets, adapting to changing circumstances. They have to be ready to actively communicate down the line, although it is more a matter of influence than direction. An important chapter (within the Performance Mindset section) deals with providing the mindset to new employees, with a focus on the first 90 days. The chapter on building trust as a part of emotional intelligence is another area worth reading twice. Mackay also examines the important area of cooperation between senior executives and HR managers in recruiting people. Technical expertise can be provided through training; cultural fit is another story. This leads Mackay to the conclusion that management is more art than science, with empathy being the critical attribute. In the end, it is not about receiving adulation but about getting the job done. ●

★★★★★ **An inspirational managerial tool.**

Reviewed in the United Kingdom on 22 February 2016

Verified Purchase

I recently purchased this book on kindle and wanted to say how helpful it has been in my role as a manager. Every page gives insightful and knowledgeable advice on managing your team and makes you stop and think just how you treat your staff and how you yourself would like to be treated in their role. I have taken on board the ideas suggested and have found that I have a greater respect for my staff and truly feel that it has helped in the workplace. Well done to the author who comes across as intuitive and thoughtful. A perceptive book that I will definitely recommend to anyone who manages a team.

One person found this helpful

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EG

★★★★★ **Impressive and insightful look at leadership**

Reviewed in the United States on 28 March 2022

Verified Purchase

This book gives an impressive and insightful look at leadership. Every idea is broken down into bite size chunks. This is a leadership book you will immensely enjoy and reference repeatedly.

Reviewed in the United States on 6 November 2019

Verified Purchase

I loved the direct way that this author approaches the art of leadership. The book is well organized and even provides reflective questions and a helpful recap at the end of each section.

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Whitney

★★★★★ **The Four Mindsets is a must read for effective leaders**

Reviewed in the United States on 8 February 2017

Vine Customer Review of Free Product ([What's this?](#))

The Four Mindsets is a must read for anyone looking to become a more efficient, influential, and effective leader, role model, and manager.

Broken into 4 parts, Anna-Lucia Mackay delivers her research in a digestible format with specific calls to action to help you put her words into action. An example of this is that each chapter ends with a succinct summary, reflective questions, and suggestions for implementation.

While the book is directed at people with careers in managing people, The Four Mindsets should be read and studied by anyone motivated to improve their interpersonal relationships. In my reading of the book I was introduced to ways in which I could improve communication and influence with my own children, spouse, and the people I manage.

In addition, this book provides tips on how to:

- Manage yourself
- Conduct effective performance reviews
- Coach and Mentor people – This is really what good management is all about...

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Raedean

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June 5, 2021

Great book! If you lead a team or manage people - this is one to read. This will build your toolbox in relating with people to both support them professionally and to understand them as humans.

— One to keep in your library and re-read regularly.

Book Reviews

Anna-Lucia Mackay, *The Four Mindsets: How to Influence, Motivate and Lead High Performance Team*, 2015, Milton: John Wiley and Sons, 264 pp. ISBN: 9780730324782. Reprint 2017, New Delhi, 264 pp., ₹299. ISBN: 978-81-265-6427-9

Once your mindset changes, everything on the outside will change along with it.

—Steve Maraboli, Behavioral Scientist

The practical implementation of this quote is the book by Anna-Lucia Mackay, *The Four Mindsets: How to Influence, Motivate and Lead High Performance Team*. With 'perform or perish' situations, high performance is a dream or demand for managers. Anna-Lucia Mackay, consultant and coach with expertise on Emotional Intelligence brings this book connecting mindsets of a manager and high performance of his/her team.

Manager's job is complex and needs to wear different hats in different situations. He or she can be a motivator

need, want and values and predicting the actions and reactions. Empathy is also an attribute of emotional intelligence. In case of personal and professional connection, the first level is 'how' work is performed. This requires communication on product and processes and communication among team members and also communication with the stakeholders. The second level is 'why'. This requires a clear understanding why something is important. The 'why' gives the emotional connection to the business and the 'how' gives the confidence to act. The non-verbal communication and social presence matters in establishing a personal connection. The manager can develop a skill to communicate during challenging situations without breaking connection. The second section provides a lesson on two more aspects of emotional intelligence: empathy and connecting socially.

The connection of manager with team members is very well discussed. The connection among members and collaboration level are equally important. The participation

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