Payoff: The Hidden Logic That Shapes Our Motivations
By Dan Ariely

1. The size of this TED book by Dan Ariely belies the wisdom on its teeny pages. Payoff delivers a potent payoff with its salient insights on what motivates and demotivates us. In our experience at NRMC, understanding the inspiration behind workplace motivation—and demotivating behaviors—is key to designing and implementing an effective risk management program in a nonprofit. Ariely offers a bounty of ideas to counter demotivation in the workplace, including:

- **Change your frame.** How might my efforts pay off in the long run by helping someone other than me?

The Idiot Brain
By Dean Burnett

2. If you’re wondering why you have irrational fears, are concerned that conspiracy theorists are everywhere, or are frustrated by recognizing a face but not the name that belongs to it, you’ll learn a lot while reading Dean Burnett’s book on the brain. The author’s wry humor is a bonus found throughout this brainy book. One of the inspiring messages from Burnett is that long-term memories are limitless: every past and future happy experience will be permanently imprinted in your brain.

Just Enough Anxiety
By Robert Rosen

3. Author and clinical psychologist Bob Rosen describes a level of discomfort that actually motivates people to higher performance. In Rosen’s view, leaders who create “just enough anxiety” in their organizations motivate team members because they tell the truth about the present, while maintaining an optimistic view of the future. This approach, according to Rosen, produces just enough anxiety to encourage the organization to flourish in an environment of uncertainty. Rosen also posits that leaders who:

1. ask hard questions,
2. admit mistakes, and
3. are responsive to new ideas, all while balancing growth and safety.

The Death of Expertise
By Tom Nichols

4. Nichols invites us to find ways to inject new knowledge into the enormous gaps in what we know, and reminds us that becoming more knowledgeable takes more than a few clicks and a fraction of a second. He also explains that most laypeople haven’t been taught—or perhaps we’ve forgotten—the basics of the scientific method: the steps that “lead from a general question to a hypothesis, testing, and analysis.” Perhaps most dangerous, in many cases we improperly use the word evidence to refer to things we perceive, rather than things we truly know to be true.

Why Buildings Fall Down
By Matthys Levy & Mario Salvadori

5. This book is chock full of fascinating facts and flaws associated with famous structures. One of the powerful risk-related themes that bears repeating, is “practice redundancy.” Levy and Salvadori explain that “Redundancy implies that a structure can carry loads by more than one mechanism—that is, that the forces on it can follow alternate paths to the ground. It guarantees that if one mechanism fails, loads can still be carried by other mechanisms.” At NRMC we often coach and train our consulting clients to practice redundancy, from cross-training staff to developing clear written records of risk management strategies and contingency plans.

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