

Warmth and Curiosity, The Culture Code (extract), Coyle, 2018 (p147-148)

Birthered in 1925, but hitting it's hay day in the 1960s and 70s, 'Bell Labs' and its teams of scientists invented and developed the transistor, data networking, solar cells, lasers, communications satellites, binary computing, and cellular communication – in short, most of the tools we use to live modern life.

Midway through that golden age, some Bell Labs administrators grew curious about the reasons for their own remarkable success... and what they discovered was highly surprising. *The scientists who had filed the most patents, the super creative people who had succeeded far and beyond the average – about 10 of them – shared one unexpected habit: regularly eating lunch with a quiet Swedish engineer named Harry Nyquist.*

This was so surprising because of the combination of qualities that Nyquist possessed amidst this hot-house of innovation – of being 'so ordinary as to be nearly invisible.'

In other words, the most important person in one of the most creative places in history turned out to be the person almost everyone would overlook. He was *polite, reserved, but a skilful listener*... and seemed to possess the 'one-two' knock-out combination that Coyle found to be the secret ingredient for cultivating highly productive, creative environments: **warmth and curiosity.**

- **Warmth**, and a knack for making people feel cared for
- Relentlessly **curiosity**, asking questions, drawing people out, getting them thinking