

A - B - C

(S)

↓

B → UC

IV → C

ES

Culture
Atmosphere
Vibe

Communication

- Improving human relationships
- Get to know your co-workers
- Information Key need!
- ↑ ↑ Direction - or you fail

Positive



Celeste!

2/

1 Be present! ✓✓

2 Don't preach

3 Open ended ^{Y/N} questions

4 If you don't know... ✓

5 Let it go!

*6 Don't quate ✓

7 Don't repeat

8 No details ✓

9 Listen to understand,
not reply! ✓✓✓

10 Be brief ✓

11 Be amazed! ✓

(21)

! Word :

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③

- Great + Fantastic

- Inspiring

- Good

- Good

- Motivated

- Learning

- Educational

- Interesting

- Reflective

- Amazed

—

Mission:

- Primary goal! ✓

Vision

- Collective
- Felt
- Share

Secondary goal,
Now!



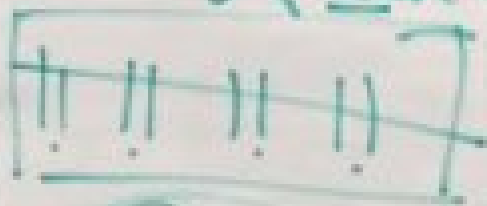
Values: Foundation

*: Good human

- Decision making

Communication ↓

* Information / Properly
Accurate / Efficiently
Awareness / Expectation



KPI's

Positive - Come in,
do well!

Improve ~~human~~ (humans)
relationships ↑

Marcus Magnus
Walker

Celeste:

S2 3

1. Be present! ✓✓
2. Don't preach! ✓
3. Open ended questions. ↗ w's
4. Let it go! ✓ Not about
5. Say "I do not know" ✓ You!
6. Don't equate experience ✓
7. Don't repeat!
8. Stay out of the woods
9. Listen to understand not reply ✓✓✓
10. Be brief ✓
- *11. Be amazed ✓

1 word:

- Informative
- Helpful²
- Reflective
- Enthusiastic
- Engaging
- Informative
- Disorientating ✓
- Pleasantly surprising

Mission < Goal

+ Fulfilling

Happys

Content

Rewarded

Easy Going

Vision

See

1 min

Working towards! 100 min Standard Customer service Act

Guidelines

Act

A

B

C

B → 50

Behaviour!

values →

ES

C1 → Talk about it

Kaizen

12

• Information:

- (Facts
- (Efficient
- (Learning
- (Knowledgeable

KPI's

• Positive!

(ES → Yes.

Improving relationships

- Getting to know
- Active listening



Celeste:

1. Be present. Don't multi-task ✓✓✓

2. Don't pontificate 'You'

3. 'Ask' - Open ended qs 'Preach' ✓

4. Let it go! ✓

5. Say I don't know ✓✓

* 6. Don't equate!

7. Don't repeat ✓

8. Stay out of the words x

9. Listen to understand, not reply ✓

10. Be sincere ✓ Be brief

* Surprised!

1 word:

- Funny
- Learning
- ~~Other~~ Rewarding
- Motivated
- Entertaining
- Eye-opening
- Inspiring
- Enjoyable
- Surprising