



Communication Skills

- Listen to Understand
- Coach People to Think for Themselves
- Guide Learning from Experience
- Get Buy-in for Expectations
- Offer Encouragement
- Express appreciation
- Give Feedback Constructively
- Accept Feedback Graciously
- Engage in Dialogue
- Resolve Conflict Creatively

Character Skills

Building a stronger SELF

- Self-awareness
- Self-development
- Self-discipline
- Self-confidence
- Self-esteem
- Humility
- Optimism
- Resilience
- Rationality
- Courage
- Composure
- Patience

Building stronger RELATIONSHIPS

- Honesty
- Integrity
- Tolerance
- Forgiveness
- Empathy
- Compassion
- Generosity
- Fairness
- Loyalty
- Trust
- Cooperation
- Service

Building a stronger WORK ETHIC

- Commitment
- Responsibility
- Accountability
- Initiative
- Creativity
- Proactivity
- Decisiveness
- Perseverance
- Effort
- Excellence
- Open-mindedness
- Flexibility