Courage:

* Speakout/report/escalate
* Accept and ownup the failures or mistakes we did without thinking about the consequences

Politeness:

* Being conscious of choice of our words and body language that impact and influence peoples experience of us
* Communicating in a way that help the others understand that you are trying to help them, solve their problems , without invoking your own ego or that of others

When we are approaching to a person whether may be co tester, developer, or customer we need to be conscious of our words and body language

By being polite to people and to situation will lead to change the negative situation to positive, we had a case in moolya for this example

Calmness:

* The ability to slow down and think about it when the problem Is hitting hard
* The ability to not transfer our pressure to others and choosing to not react to people when a problem isn’t an emergency
* The ability to remove ourselves from the equation and seeing the problem as it is

Gratitude:

* Empathetically observing how others are helping you to succeed in what you want to. Be it a simple task, a simple email on behalf of you, a simple obstacle they removed on your way so that you can run the better
* Acknowledging to that person how much that simple act mean to you
* Continue to acknowledge irrespective of who reciprocates or not

Energy:

* Being a passionate about what you are doing and finding ways to enjoy what you are doing and hence amplifying the energy you bring to it
* Knowing that your work and the way your work influence the others to bring their own energy
* Keeping yourself physically and mentally fit to continue to bring that energy

Consistency:

* Discipline, prioritizing and sequencing things to do
* Being able to do a good thing consistently , even if it doesn’t produce immediate wins
* Solving a problem at large scale by building the structure and process by breaking it down a steps you and your team can do

Assertive communication:

Bug advocacy:

* Courage to report the bug

Assertiveness:

* A skill to have and express your own opinion thoughts and feelings with confidence

How to disagree:

Steps:

* Affirmative statement
* Softening statement
* Indicate process
* State reasons
* Disagree
* Offer a compromise

Affertive stamen:

Saying yes with reason

Softess statement:

* Polite reason statements

Indicate the process:

* Asking permission and explaing the process

State reasons:

Disagree:

* Do not appolize or tentative language here, use stringest language here
* Use so
* So imust disagree

Replying for feedbacks:

Feedbacks should be in private

Cohesiveness:

A quality or fact of forming a united whole

Brand:

* A brand is a promise

Moolya brand tag line:

* Preventing bugs

**What customers want from us:**

* Genuinely care
* Take their problem seriously
* Solve their problem quickly
* Keep them informed
* Take ownership
* Say sorry

**Leap technique for service recovery:**

* Listen
* Empathize
* Acknowledge
* Problem solve

Root cause analysis:

* Write the problem
* Why why
* Symptos identification
* Identify the root casue based on symptoms and fix