1. L1: Outbound Training

- o Emphasizes the power of group dynamics over individual efforts.
- o **Immerse** yourself in the experience.
- o **Plan** effectively, identify available resources, and be mindful of time constraints.
- o Identify the weakest link within the group and provide support.

2. L2: Preliminaries

Uniformity is essential for effective teamwork.

3. L3: Outbound Training (Continued)

- o Fully dressed: Maintain a professional demeanor, including a smile.
- o A confident smile can prevent anger.
- Balance enthusiasm without being overly excited.
- Prioritize safety and maintain a mental-body balance.

4. L4: A-Frame March

Teamwork is crucial for maintaining balance while moving toward a common goal.

5. L5: Participant Feedback

- Gather opinions from all team members.
- Encourage cooperation, strategizing, learning, and active participation.
- o Discuss the role of a leader within the team.

6. **L6: Caterpillar Walk**

o Details not provided, but likely involves coordinated movement as a team.

7. L7: Briefing by the Faculty

- Understand the task and individual roles.
- Efficiently manage available resources.
- Vision: The leader must share a clear vision.
- Planning and maintaining focus are critical.
- Be open to course corrections.

8. L8: Introduction to Teamwork

- o In the face of danger, work together as a team without panicking.
- Diversity in the workplace contributes to effective teamwork.

9. L9: What Is Teamwork?

- Shared leadership is possible.
- o Strive for order, harmony, and balance within the team.
- o Complementary skills enhance team performance.

10. L10: 10 C's of Teamwork

1. Clarity:

- Establish a clear vision, purpose, mission, and core values.
- Define well-structured roles and responsibilities.
- Ensure alignment among team members toward shared goals.

2. Commitment:

- Transform expectations into written agreements.
- Specify clear outcomes, timelines, and deliverables.
- Personal commitment drives success.

3. Communication:

Foster transparent, open, and honest communication.

- Share ideas, experiences, and best practices.
- Implement streamlined processes for feedback, escalation, appraisal, and follow-ups.

4. Competence:

- Embrace diversity; complementary skills enhance the team.
- Leverage individual strengths for collective success.

5. Collaboration:

- Consider diverse viewpoints.
- Ensure equal access to opportunities and resources.

6. Coordination:

- Employ convergent thinking.
- Integrate execution plans.
- Assist and support peers.

7. Connection:

- Cultivate self-worth, self-trust, and mutual trust.
- Foster informal get-togethers to strengthen bonds.

8. Conflict Resolution:

- Establish rules and guidelines for handling conflicts.
- Address escalations promptly.
- Implement preventive and proactive strategies.

9. Change Management:

- Address organizational and individual changes.
- Prioritize training and development.
- Manage resistance to change effectively.

10. Continuous Improvement:

- Create comprehensive feedback loops.
- Learn, improvise, iterate, and grow.
- Regularly assess and upgrade processes.

Remember, effective teamwork involves not only individual contributions but also the ability to collaborate harmoniously toward shared objectives.

- Types of communication
 - Inner Vs Outer
 - Personal Vs Social + Professional
 - Verbal Vs Non-verbal
 - Written Vs Oral
 - Internal Vs External (within teams)
 - Vertical Vs Horizontal
 - Formal Vs Informal
- Thought-Word-Deed. Manasa-Vacha-Karmana.
- Binds people together.
- ABC: Accuracy-Brevity-Clarity
- Needs constant practice.
- Listening.
- Barriers to communication:

- Psychological barriers include Inner chatter (only 10% of inner chatter is productive), preconceived notions, cognitive bias, lack of interest, emotional state.
- Language barriers due to complex languages, different languages and technical/domain jargon.
- Cultural barriers include direct/indirect interaction, nonverbal cues, talking around the point, avoid saying no, clear/ambiguous.
- Organization barriers due to hierarchy and associated fear in speaking up.
- Another take on barriers to communication: Mental attitude and emotions (fear, anxiety, anger), Selective perception, Information Overload, Inappropriate medium, Non-verbal barriers, Poor listening.
- 10 C's of communication.
 - o Clarity: Avoid wordy sentences, ambiguity. Use simple common words.
 - Concise: Avoid long sentences, redundant, irrelevant information.
 - o Concrete: Avoid vague, abstract information. Give supporting data.
 - Correct: Avoid messages with grammatical, spelling errors. Misrepresented data.
 - Complete: Avoid incomplete messages. Frame message that could avoid common questions.
 - Consistent: Avoid inconsistency between data and facts.
 - Confidence: Be yourself and express freely, firmly.
 - Creativity: Use humour, wit, stories, quotes. Create a compelling message.
 - Courteous: Be Humble, sincere, enthusiastic, respectful, honest, appreciative and tactful.
 - Considerate: Empathetic, solicit feedback
- Getting someone's attention is the best luxury in the world.
- Don't interrupt while listening.
- Listen to voice, tone and body language.
- Passive and active learning
- Listen to the future listen to what the speaker desires, help him/her build hope and dreams.
- Filters to listening bias, boredom, differences in opinion/values.
- Being an authentic speaker is very tough.
 - o Practice is important, not overly so because it can start to look artificial.
 - Gestures and words are typically not in sync during insincere speeches.

- Why Communicate?
 - Share your input
 - Get credit for your work
 - Raise issues
 - Provide feedback
- Modes of communication has to be chosen carefully. Using social network for official communication not a good idea.
- You are being judged continuously in a work environment by your seniors or peers.
- Tone of communication must be polite
- Communication needs to be efficient and structured, and not overly lengthy and unorderly.

- Not everyone needs to be communicated to. Know who to communicate to. Else, it could leave a bad impression about you.
- Official communication must be formal. Don't discuss personal things.
- Refrain from sending fiery messages.
- Set clear expectations and deadlines.
- While communicating with the customer, be the service you would like to see.
- Your organization is impacted by your communication

- Self-leadership.
 - Uphold your core values always.
 - Honesty, Adaptability, Responsibility.
 - No Corruption, No bribing.
 - True leaders create more leaders by way of inspiring, not followers
 - Delegate and don't interfere.
- Spheres of responsibility. Know what you can influence, and what you can't.
 - Focus on managing your health and time over things that you can't change/influence.
 - Proactiveness.
- Power of choice
 - Use your choice to explore possibilities
 - Choice to seek support and help
 - Be assertive. Saying NO is okay.
- Self-responsibility.
 - Assess the pros and cons of going either way.
 - Don't blame someone, if things don't work out well.
 - o Be calm.
- Play to your strengths
 - o Put in your 100%
 - Know your weaknesses and be aware of their upsides.
 - Cultivate new skill and abilities; upgrade existing ones
- Invest in yourself.
 - Accept and appreciate yourself.
 - Be self-compassionate, and kind.
 - Respect and honour yourself.
 - Trust and believe in yourself.
- Growth mindset
 - Move up from fixed mindset
 - Overcome adversity
 - Convert obstacles into opportunities
 - Nurture positive mindset
- Manage your time and energy
 - Use a to-do list.
 - o Prioritize your work.
 - Make it easy to get started and get done
 - Love your work.

 Beware of energy and time drainers and recharge regularly to improve balance, focus, productivity and performance.

Focus on one thing

- Write down goals/aspirations
- Joy the one thing in life.

Effective communication

- Power of words, body language
- Power of silence and pauses.
- Power of solitude.

Emotional intelligence

- Self-awareness; take help from mentors.
- Self-regulation
- Motivation
- Empathy
- Social skills

Embrace change

- o Expect change; people change; process change.
- Prepare and Monitor change
- Adapt to change.
- Embrace change.

Manage conflict

- Core values. Learn to say NO.
- Filter unrealistic expectations.
- Get rid of preconceived notions and cognitive bias. Be open.

Delegate effectively.

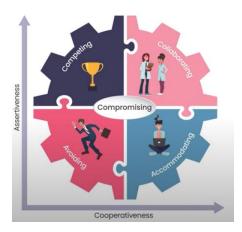
- Choose team players.
- Mutual trust, respect, reliability and commitment are key
- Clearly define roles and responsibilities.
- Empower team members.
- Ensure psychological safety within your team

Be a collaborative leader

- Be open, transparent, honest, non-judgmental
- o Provide equal opportunity to all
- Listen. Understand. Act
- Leverage collaborative tools and establish streamlined process.

- 6R Framework: Recognize (your emotions), Respect, Rationalize, Release, Response-able, Resilient.
- EI: Self-awareness, self-regulation, motivation, empathy, social skills
- Accept conflict occurs in everyone's lives. Conflicts happens all the time, and it's futile to avoid it. Don't run away from it, but learn to manage it.
- There are many examples in history wherein the emotions could've swept over people lives, but they've managed to maneuver through it and great things followed.
- Habit of keeping daily journal is a good way to declutter one's mind and manage conflicts.
- Identify your core values and keep them during times of challenges or conflicts.

- Spheres of responsibility. Know what you can influence, and what you can't.
- Be clear on expectations from yourself and others.
- Conflict management
 - Thomas Kilmann (TKI) Conflict Mode Instrument Cooperativeness Vs Assertiveness.
 - Avoiding (Less Cooperative, Less Assertive)
 - Competing (Less Cooperative, Highly Assertive)
 - Accommodating (Highly Cooperative, Less Assertive)
 - Collaborating (Highly Cooperative, Highly Assertive)
 - Compromising (Equally Cooperative and Assertive)



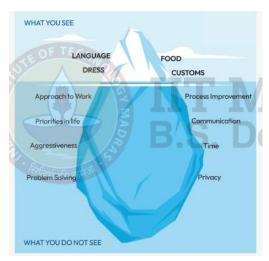
- Brainstorming is one of the conflict resolution mechanisms used in corporations.
- Outcome of conflict resolution could be 1) One party wins and the other loses 2) Both parties win.
- Asking yourself "So-what" is a good strategy to follow when you're facing conflicting situations.
 A good solution could evolve out of the process of you answering the 'so-what' question.
- Informal time among the team members helps in establishing a good relationship.
- If the team can foster a listening capability among their team members, a lot of misunderstandings can be solved within the team.
- Allow the team members to solve mgmt. issues.
- During challenging times, look at what is working. Focus on your strengths.
- Let go of the past, and focus on the present.
- Identify the incentives of your team members and focus on that.
- All in the mind. Let go of the biases, self-doubts and misleading beliefs.
- How to foster Psychological safety: friendliness, promote diversity, be inclusive in your decisions, don't be obsessed with the idea of a perfect team.

Week5 GA (A Star Employee, but a terrible Manager)

- Strengths of Lopez
 - Self-motivated
 - Confident
 - Ability to connect with client.
- Areas of improvement for Lopez

- Social skills
- Self-awareness
- Self-regulation (Highly emotional)
- Over-confident
- Lack of trust
- Over-powering
- Not giving credit to work of her team-mates
- Taking decisions on behalf of team-mates
- Lack of respect for others.
- Very dismissive
- Unable to take responsibility
- Lying
- Stressed out
- Defensive
- Not open to feedback
- Psychological Safety
 - Speak up their ideas
 - Admitting mistakes
 - Positive criticism (critiquing)
 - o Feel safe
- Lack of psychological safety
 - o Passive participation
 - Avoid initiation
 - Lack of trust
 - o Blaming
 - Not transparent
 - o Feeling undervalued
 - o Reluctance to exploring alternative solutions or experiment.
 - o Low morale, productivity, commitment

- Culture is a set of shared beliefs, values, norms and practices that characterizes an institution, organization or group.
- Subconsciously guides and controls certain norms of behaviour.
- People are born into culture, who gradually internalize through socialization.
- Stop being judgmental about culture. No necessity to agree, but accept all cultures.
- Iceberg Principle:

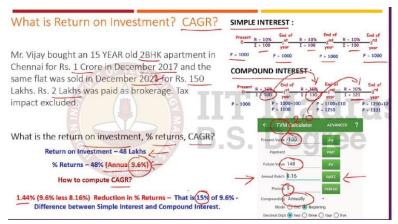


- Cultures think differently about the same thing.
- Generalizing through observations made with a limited set of people is called stereotyping.
- Belief that one's cultural values, beliefs and norms are better than those of another culture is called ethnocentrism.
- Being very narrow in scope or outlook and not being open to new perspectives is called parochialism.
- All individuals in a culture don't necessarily subscribe to the same beliefs, but in general.
- Variables of culture:
 - National variables: Economic system, Legal system, Political system, Technological, Educational system.
 - o Cultural variables: Value, Norms, Beliefs
 - o Group variables: Work, Time, Materialism, Individualism, Change
 - o Individual/group behaviour: Motivation, Commitment, Productivity, Ethics
- Stages of dealing with cultural differences: Elation -> Transition (Frustration, confusion) ->
 Understanding -> Integration.
- Styles of culture
 - Collective Vs Individual
 - Relationship Vs task-oriented
 - Time is Scarce Vs Time is plentiful
 - Equal Vs Unequal
- Certainty or Ambiguity
- Strategies for cultural creativity



- Personal Grooming
 - Dressing up
 - Mannerisms Start with a greeting, Eye-contact,
 - Smile is comforting
 - Empathy
 - Situational
 - o Time, Dress, Place should be right.
 - o Fairness, Caring and Pleasing.
 - Sincerity
 - Structure
 - Sense of humour
 - Continuous learning.

- Health, Relationships, Wealth.
- Time, Money, Energy, Resources.
- Inflation = Too much money chasing too few goods.
- Horizontal exposure, Vertical expertise.
- 9 points of savings
 - Save before you spend
 - o Park emergency fund
 - Buy Term insurance policy
 - Buy Health insurance policy
 - Diversify assets
 - Retirement investments
 - o SIP in MFs
 - Tax savings
 - o Nominations, Write will
- SMART Specific, Measurable, Attainable, Relatable, Time-bound.
- Sources of Incomes
 - o Income from Salaries
 - o Income from Business/Profession
 - Income from House property
 - o Income from Capital Gains
 - o Income from Other sources
- Tax planning is ethical, tax evasion is unethical.
- Simple ROI = (Net Profit/Cost of Investment) * 100
- Annualized Simple ROI = (Simple ROI)/#years



• CAGR is the average annual growth rate of an investment over a period of time

$$CAGR = \left(\frac{Ending\ Value}{Beginning\ Value}\right)^{\frac{1}{n}} - 1$$

where n is the number of years of investment.

In the above example, CAGR = $(148/100)^{(1/5)} - 1 = 0.08156$. When multiplied by 100, we get 8.16%. 8.16% is called *nominal return*.

Absolute return = (Ending value/Beginning value) – 1

In the above example, absolute return is computed as

(148/100) - 1 = 0.48. When multiplied by 100, we get 48%.

- Tax adjusted rate = Nominal rate * (1 Tax rate)
- Real rate of return (after inflation adjustment) = (1 + Nominal rate)/(1 + Inflation rate) 1
- When you invest, nominal rate of return might be quarterly, semi-annually or annually. However, the
 effective rate of return will be larger, since you will be able to re-deploy the return obtained
 quarterly, or semi-annually.
- ROA Return on Assets
- ROE Return on Equity
- ROCE Return on Capital Employed
- RACI Responsible, Accountable, Consulted, Informed.
- Net worth = Total Assets Total Liabilities. Net worth should grow year on year.
- Cash flow refers to the inflow and outflow of cash and cash equivalents in a business.'
- Cash Inflow Cash Outflow = Current Year Savings.
- A liability is an obligation to pay a debt or fulfill a financial obligation.
- Delayed gratification refers to the ability to resist the temptation of immediate rewards in order to achieve a larger, delayed reward.
- Opportunity cost accounts for alternative uses of resources such as time and money.
- Capital gains are profits earned by an investor from the sale of an asset, such as stocks or real estate.
- EBITDA stands for earnings before interest, taxes, depreciation, and amortization.
- Consumer Price Index (CPI) measures inflation.

- Type of inflation when there is too much money chasing too few goods is called demand-pull inflation.
- Diversification is a strategy of spreading your money around with lots of different types of investments.
- Income statement is drawn between two given dates (between April 1st and March 31st of next year). Balance sheet is drawn on a specific date.
- Future value of today's investment is called "time value of money ".

- Everyone is creative.
- Most difficult thing is to believe that one is creative.
- Bringing into existence something that did not exist before, irrespective of whether it already existed or not.
- Maslov's hierarchy of needs Physiological, Safety, Belongingness, Esteem, Self-actualization.



- Journey of creativity starts with a problem at hand, and gets a closure with a solution.
- Process of creativity: Define problem->Collect information->Redefine problem-> Generate new ideas-> Design the solution->Evaluate the solution->Prototype->Refine->Solution
- Imagination is more important than knowledge. Knowledge Is limited. Imagination encircles the world Albert Einstein.
- Curiosity Joyous exploration, Deprivation Sensitivity, Openness to People's ideas, Stress tolerance.
- Find intersections between domains to create solutions.
- Attitudes for creativity: Willing to be creative, to fail, to be wrong, to see other perspectives, to iterate, to fall in love with problems.

Week9

• Growth mindset is not about physical growth, but of growth of persona, society etc. It's not about the #years of your life, but how much life you have given to the #years.

- Having to keep self-image hurts long-time goals.
- Fixed mindset: Avoid challenges, Afraid of failure, Give up early, See efforts as fruitless, Ignore useful feedback, Low self-confidence, Feel threatened by success of others.
- Growth mindset: Embrace challenges, Take risks and experiment, Persist in the face of setbacks, Sees
 effort as path to mastery, Learn from criticism, Feeling self-confident, Find lessons a inspiration in the
 success of others.
- Four-zones model



- Don't do so many things. You risk one failure infiltrating into another and yet another, and so on.
- Handling rejections
 - Some rejections are inevitable. If you don't get rejected even once, you're probably not even trying
 - Don't aim at working alone, you could enter into partnerships and share the responsibilities.
 - Persist on failures and rejections, and keep retrying. Where there is a will, there is a way.
 - o In case of a rejection or failure, find the reason for it and try to overcome in your next trial.
- Acknowledge the chatter, don't fit for or against your limitation.
- Take in what you want, and release what don't.
- Align with who you're and wish to become.
- Focus on the process, not on the result.
- Leverage opportunities from challenges.
- Create a positive/abundance mindset.
 - Be open and curious.
 - Don't take anything for granted. Practice gratitude.
 - Be resourceful maximize and optimize resources.
 - Give back generously. Create value and make a difference.
- 4R framework
 - Recharge your mind and body, when faced with challenges or failures.
 - Re-source your potential
 - Reframe your strategy
 - Refocus to take inspired action.

- System is an interconnected set of elements that is coherently organized in a way that achieves something.
- Multiple systems could come together and create a larger system. Each of the elementary systems are elements in the larger system. Changes in one element could affect the other.
- If you remove an element from a System, it becomes just a Heap.
- Systems thinking can be used to examine problems, understand nature of situations, diagnose issues, explore options, or broaden perspectives.
- Whole ≠ Sum of parts.
- Everything is connected. No problem or solution exists in a silo.
- Systems thinking habits:
 - Big Picture Thinking: This involves understanding the broader context in which a problem exists. It's about seeing how individual components within a system interrelate and work together to create complex behaviors and outcomes. This perspective can help identify root causes of problems and devise more effective solutions.
 - Understanding Consequences of Actions: This involves considering the ripple effects that
 actions can have throughout a system. It's important to understand that actions can have
 both immediate and delayed impacts, and these impacts can vary in magnitude.
 - Mental Models: These are deeply ingrained assumptions or generalizations that influence how we understand the world and take action. Being aware of our mental models is crucial because they shape our reasoning and behavior. They can be limiting if they're based on outdated or incorrect assumptions, but they can also be empowering if they're based on accurate, comprehensive understanding of the system.
 - System Structure Generates its Behavior: This principle emphasizes that the behavior of a system is an emergent property of its structure. The structure of a system is made up of its elements, interconnections, and function or purpose. Understanding the structure of a system can help predict its behavior.
 - Consider the Issue Fully: This involves taking a comprehensive approach to problem-solving.
 It means gathering as much information as possible, considering multiple perspectives, and taking the time to reflect before making decisions.
 - Identify Possible Leverage Actions: Leverage points are places within a complex system
 where a small shift in one thing can produce big changes in everything. Identifying these
 points can lead to effective solutions.
 - Make Meaningful Connections: This involves recognizing relationships and patterns within a system. It's about understanding how changes in one part of the system can affect other parts.
 - Identify Cause and Effect: This involves understanding the causal relationships within a system. It's important to recognize that cause and effect can be complex in systems, with multiple interacting causes and effects, feedback loops, and delays.
 - Observe How Elements Change Over Time: This involves tracking changes in the system over time, identifying trends and patterns, and adapting strategies accordingly. It's about being responsive and adaptive, rather than rigid and static.

- You don't need to study and earn a degree in engineering to be an engineer
- Engineering habits:
 - Planning: This involves arranging tasks and optimally using resources to make processes more effective and efficient. It's about foreseeing the steps needed to achieve a goal.
 - Approximating and Estimating: This habit involves making educated guesses or approximations to understand a situation or solve a problem. It's about using available information to make reasonable assumptions.
 - Technical Auditing: This involves understanding the cause and effect relationships in systems.
 It's about identifying what's conserved in a system and checking for that conservation.
 - Divide and Conquer: This involves breaking down a large system or problem into smaller, manageable parts. It's about understanding the individual components of a system and how they interact.
 - Big Picture Thinking: This habit involves understanding the overall system or situation. It's about stepping back to see the whole system, rather than focusing solely on the details.
 - Abstraction: This involves understanding the underlying principles or concepts behind a specific instance. It's about moving from specific examples to general principles.
 - Understanding Dimensions, Units, and Numbers: This habit involves understanding and using appropriate measurements and units. It's about quantifying phenomena and using those quantities to solve problems.
 - Jugular Experiments: This involves conducting simple, rough experiments to understand the feasibility of a concept or idea. It's about testing ideas in a practical, hands-on way.
 - Taxonomy: This habit involves the classification and naming of things based on their characteristics, functions, or forms. Engineers extensively use taxonomy to understand and communicate about systems and their components.
 - Associative Understanding of Features: This habit involves applying solutions from one problem or situation to a similar one. It's about recognizing common features between different problems and using that knowledge to devise solutions.
 - Change of Perspective: This habit involves understanding that the perspective of a problem
 can change over time and that solutions may need to be adapted or rethought as a result.
 It's about being flexible and open to new ways of thinking.
 - Seeking to Improve: This habit involves constantly asking the question, "How can I make it better?" It's about never being satisfied with the current state of things and always looking for ways to improve.
 - Relating Cause to Effect: This habit involves understanding the relationship between cause and effect in a system. It's about understanding how changes in one part of a system can affect the whole.

- Stress is a deviation from the natural state of a system.
- Both internal and external factors can cause stress.
- A certain amount of stress is good as it challenges us to stretch beyond our comfort zone.
- Too much stress over long periods of time can affect us psychologically and physiologically.

- Strategies to manage stress are classified under three topics: managing energy, managing time, and building rituals.
- Practices to manage energy include following the Circadian rhythm, maintaining a healthy sleep cycle, regular exercise, deep breathing, maintaining good nutrition, reflection and journaling, meditation, and practicing gratitude and kindness.
- To manage time, one can use the 6 P's:
 - Picture: This involves setting your goals and understanding your core values. Having a clear picture of what you want to achieve helps guide your actions.
 - Prepare: This involves creating a task list. Having a list of tasks declutters your mind and brings clarity and focus to what needs to be done.
 - o Prioritize: This involves determining the importance and urgency of your tasks. Tools like the Eisenhower or Covey Matrix or Pareto's principle can be used to help with prioritization.
 - Plan: This involves scheduling your tasks into your calendar. Planning your day helps you
 maximize your productivity during your most productive times.
 - Perform: This involves executing the tasks. Once you've planned your tasks, the next step is to do them.
 - Pause: This involves taking breaks. It's important to plan for breaks to avoid burnout and maintain productivity over longer periods.
- Rituals are processes or practices performed consciously and mindfully with awareness and deliberate intent.
- Rituals can be created for any everyday practice.
- Rituals act as a huge distressing process and are a huge energy booster.
- Investing 30 to 45 minutes after waking up and before going to bed in rituals can show tremendous results over a period of time.
- Understanding Leadership
 - Leadership involves responsibility for both people and tasks.
 - Knowing your team both professionally and personally is crucial for effective leadership.
 - Deploying the right person for the right job is key to attaining the objectives of any organization.
 - Leadership is 90% character and 10% other attributes.
- Aiming Higher
 - Success is not a destination, it's a journey and it's continuous.
 - As you rise higher in your career path, the bar keeps rising.
 - o Aim to understand the problems facing those at a higher level than you.
 - Focusing on the 20% of vital tasks that produce 80% of the outcomes can lead to greater productivity.
- Honesty
 - Honesty is still the best policy.
 - o Being honest to yourself and the world around you is crucial.
 - Honesty keeps your head light and allows you to sleep well.
 - Being honest helps you cut through the noise and distractions, keeping your focus on the objective, vision, and mission of the company.
- Reading Between the Lines
 - Develop the ability to understand the position you are in presently in relation to the world around you.
 - Learn to read between the lines and understand what lies underneath every spoken word.

• This will help you get the right vibe in a group or in any setting and is very important for progressing in the right path.

Responsibility

- The current generation has the responsibility to carry forward the momentum of progress of the nation.
- The aim is to place the country in a higher, better refined orbit and enable the achievement of greater glory.

Some jargon

interpersonal relationships - team dynamics Productivity - efficacy friction - (lack of) trust cognitive abilities - innovation interdependence - team climate Plan work - make decisions solve problems - monitor progress ownership - accountability vision - big picture goals - performance culture - (core) values Personality traits - introversion, extroversion (lack of) respect - dismissive (over)confident - (not)relaxed (not)give credit - (not)honest defensive - (not)open to feedback give ideas - experiment admit mistakes - critique blame - (low)morale close-knit - cohesive exchange of ideas - shared goals trust - (not)transparent volatility - uncertainty complexity - ambiguity delegating - (shared)leadership body language - Emotional intelligence aggression - defensive authoritarian - democratic transformational - initiative feel (under)valued - harmony foster - balance (active-passive) listening - opinions alignment - balance candor - honesty

Psychological safety: friendliness, diversity, inclusive, (accept)imperfect
Teamwork: clarity, commitment, competence, cooperative, (open)communication, collaboration, connection, conflict resolution, change management, cont. improvement
Psych. safety Vs Performance: apathy, learning, comfort, anxiety
Cooperative Vs Assertiveness: avoiding, collaborating, accommodating, competing.
My culture Vs Their culture: avoidance, synergy, accommodating, dominant.