

## What is a GAIA Rockstar?

Our core two objectives as employees are to make our customer's life easier and make our colleague's life easier and therefore, working together to achieve success.

Try to be a GAIA rockstar by doing both.

## What are typical characteristics of a rockstar in general?

proactive

- Adapt to change in circumstances
- Acting on feedback
- Plan ahead and act ahead
- Prioritizing tasks

helpful

- Respond promptly to your colleagues
- Listen to your colleagues
- Uplift morale
- support colleagues when they are in need

communi-  
cative

- Share updates promptly
- Ask for help, it is always teamwork
- Avoid making assumptions
- Give constructive feedback thoughtfully

creative

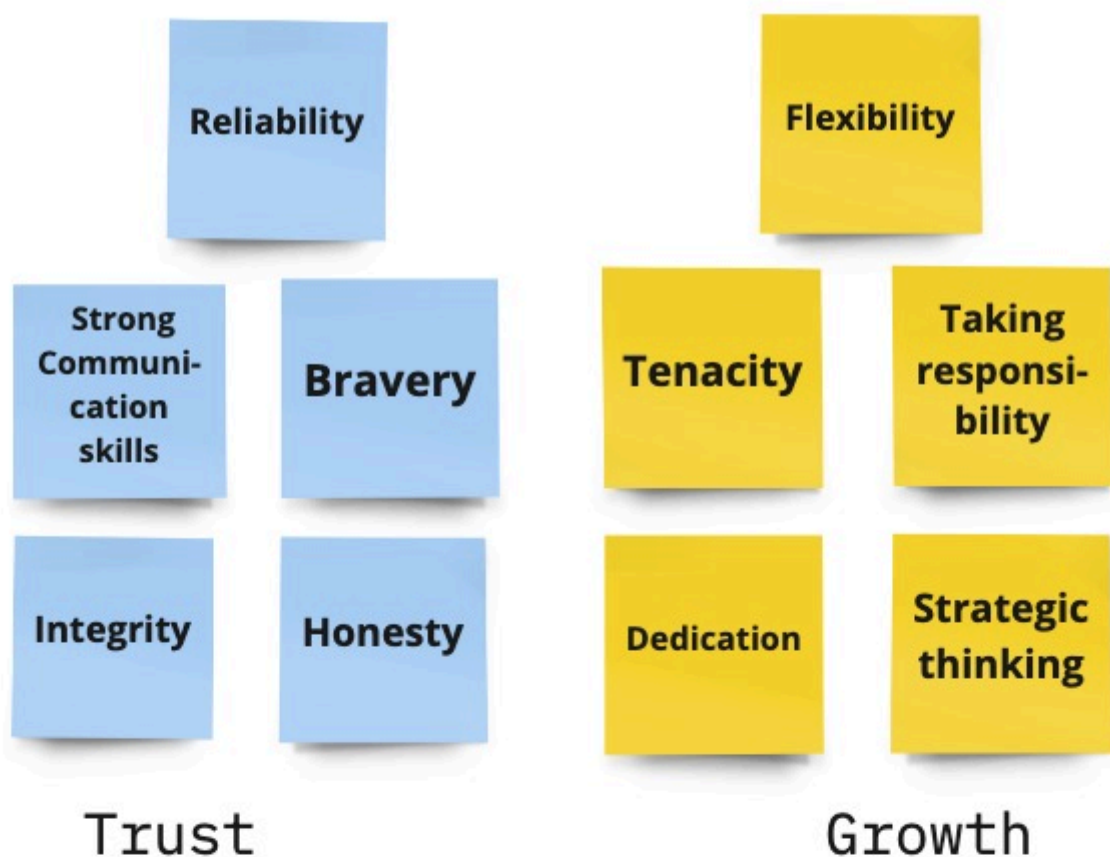
- Get learning buddy to discuss ideas
- Take regular breaks and relax your brain
- Note down ideas and share at meetings regularly
- start looking at problems with 'why' question

persistant

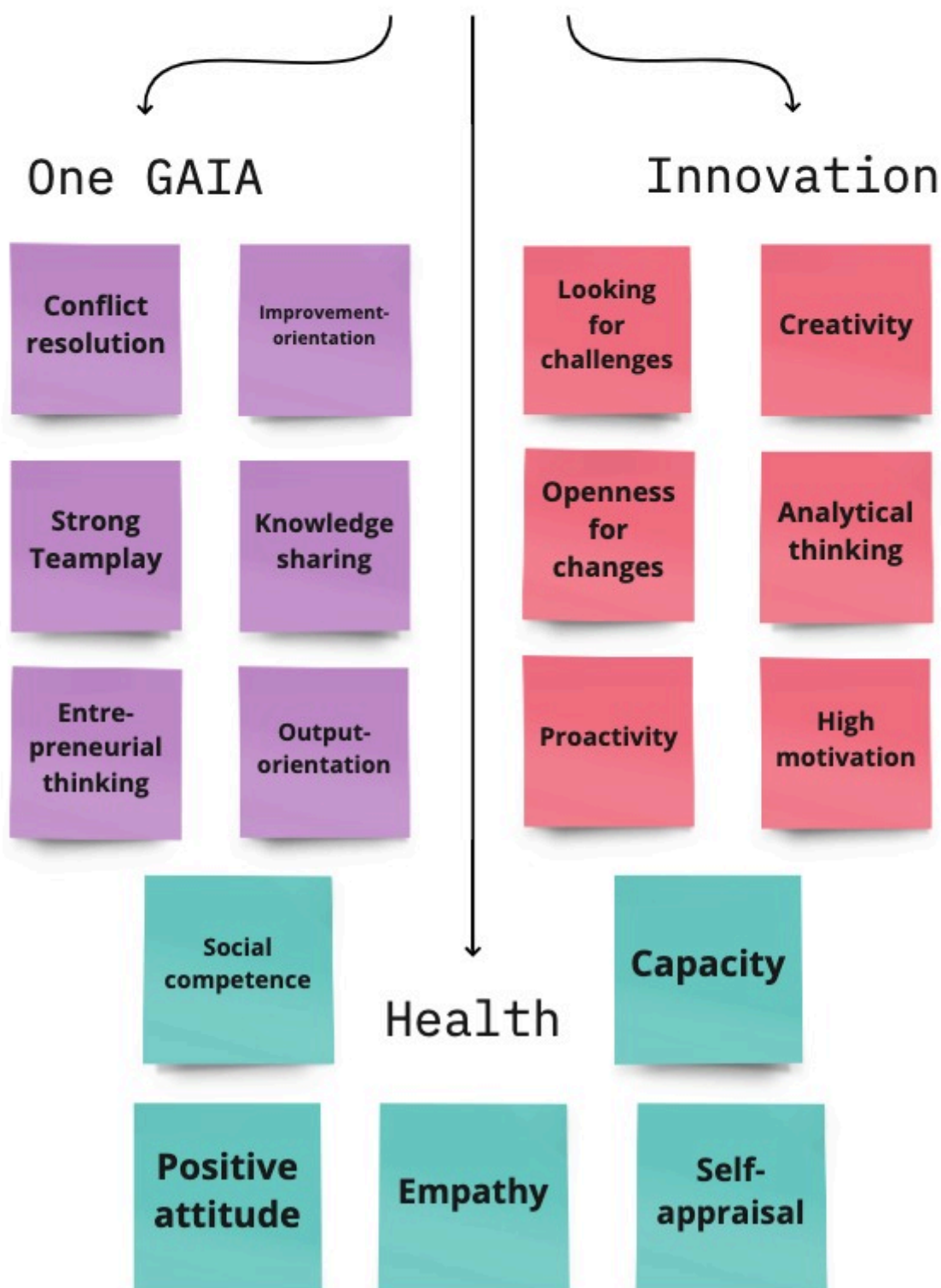
- Set specific, achievable goals
- Break your goal down into smaller milestones
- Keep your goals fun and exciting
- Accept failures and learn from them

competent

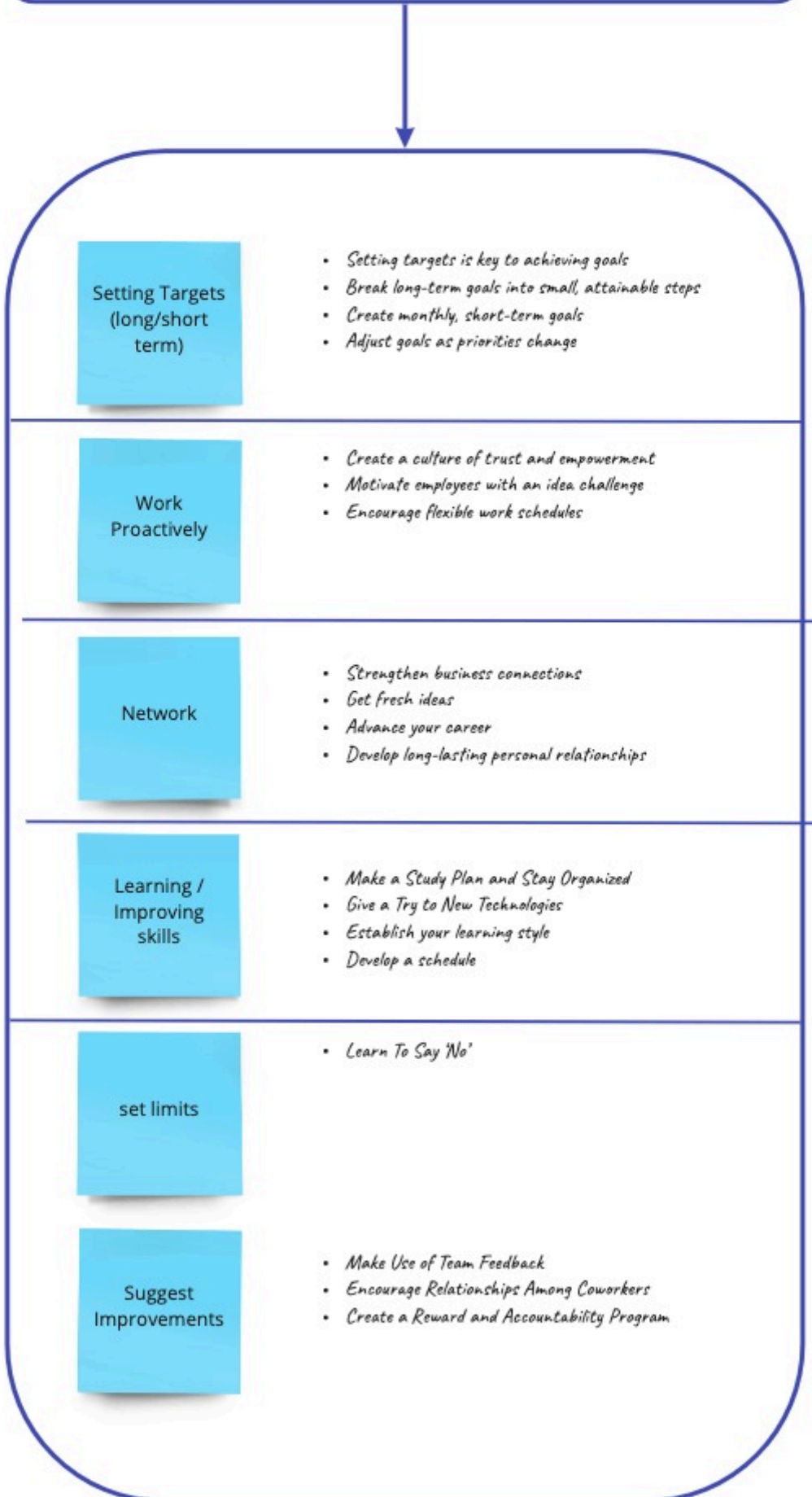
- Try to tackle problems by yourself first
- Be serious about mistakes and learn from them
- Set a good example
- Stand up for what's right



Skills you need to be a GAIA Rockstar



# Introduction to skills you need as a GAIA Rockstar



# What are skills you need at GAIA to fulfill the company value "TRUST"

## Reliability

- Different ways to show reliability, most important at GAIA:
  - Reliability in communication
  - Outline status of work and delivery
  - Build trust by open communication (e.g. before holidays)
- Start things and complete them - no one will ask you to.

## Bravery

- Do not let yourself be intimidated by hierarchies
- Communicate possible ways of improvements
- Sometimes it helps to just simply do it!
- Be prepared for setbacks
- If you feel bored with your old tasks, go out and look for new ones

## Strong Communication skills

- Know your audience (Talking to your mentor? CEO? Working student?)
- Present with confidence - therefore: be prepared!
- Get to the point

## Honesty

- Trust your colleagues
- Leave judgement at the door
- Do not only listen to other colleagues'/patients' opinions - do something about it

## Integrity

- Take responsibility for your actions
- Be ready to do work
- Set a good example
- Stand up for what's right



## What are skills you need at GAIA to fulfill the company value "GROWTH"



### **Tenacity**

- View setbacks as learning opportunities
- Define your goal on a daily basis, write it down and stick to it
- Find meaning in your work - especially when working with patients, there is always a meaning to it

### **Flexibility**

- Flexwork is part of your contract - live it and enjoy the advantages of it
- Get an honest overview of your workload and
  - 1.) enjoy the calm phases
  - 2.) put power into the dynamic phases

### **Dedication**

- Be adaptable: Understand the importance of being flexible to change
- Be eager to help your coworkers to succeed
- Be proactive and find solutions to potential issues

### **Taking responsibility**

- Remember that your job has value to patients
- Set goals for yourself that feel manageable and stick to them

### **Strategic thinking**

- Continue learning - ask colleagues, if they can explain parts of their work to you to understand the relevance of their work to the company / to you
- Take risks rather than just stick to the protocol

## What are skills you need at GAIA to fulfill the company value "ONE GAIA"



## What are skills you need at GAIA to fulfill the company value "HEALTH"



### Social competence

- Before starting on a group project or collaborating, make sure each person understands what is expected of them
- Even if something feels unfair: keep having a good attitude, practice demarcation (Abgrenzung) and laugh about it with your colleagues by the end of the week

### Capacity

- Keep an eye on your mental and physical capacity
- Work hard but never choose company goals over your own health goals
- "Leave it for once in a while"

### Empathy

- Listen to what people say in meetings
- Respect colleagues personal circumstances (having a child etc.)
- Do not answer Slack while being in a meeting and listen to what people say
- Smile and don't take yourself too seriously :)

### Self-appraisal

- Check on your job description and according changes from time to time - are you satisfied?
- Check on your objectives - have you been successful? With what effort?
- Check on your professional development - Do you need extra resources or training to do your job?

### Positive attitude

- Of course, you don't have to like everyone around you - stay calm, think your part and smile
- Never lose your sense of humor and try not seeing things too narrowly



## What are skills you need at GAIA to fulfill the company value "INNOVATION"

### High motivation

- Design your workday in a way that it makes fun - e.g. by consciously having lunch dates, coffee breaks etc.
- Empower others to grow and challenge themselves

### Analytical thinking

- Try to think of weaknesses in the process
- Collect data/hard facts about it and present it to someone with decision making power
- Do not only complain - prepare solutions

### Openness for changes

- Maintain a positive attitude
- Recognize that change is constant
- Communicate with others to learn your new role

### Creativity

- Never say no just because it has always been done this way
- Always try to think of something that would help you do your work and talk about it
- If you feel bored with your old tasks, go out and look for new ones

### Proactivity

- Look out for challenges - especially when hard work and a lot of talking means a better process in the end ;)
- Do not always accept routine
- Take a step back and open a discussion, if necessary



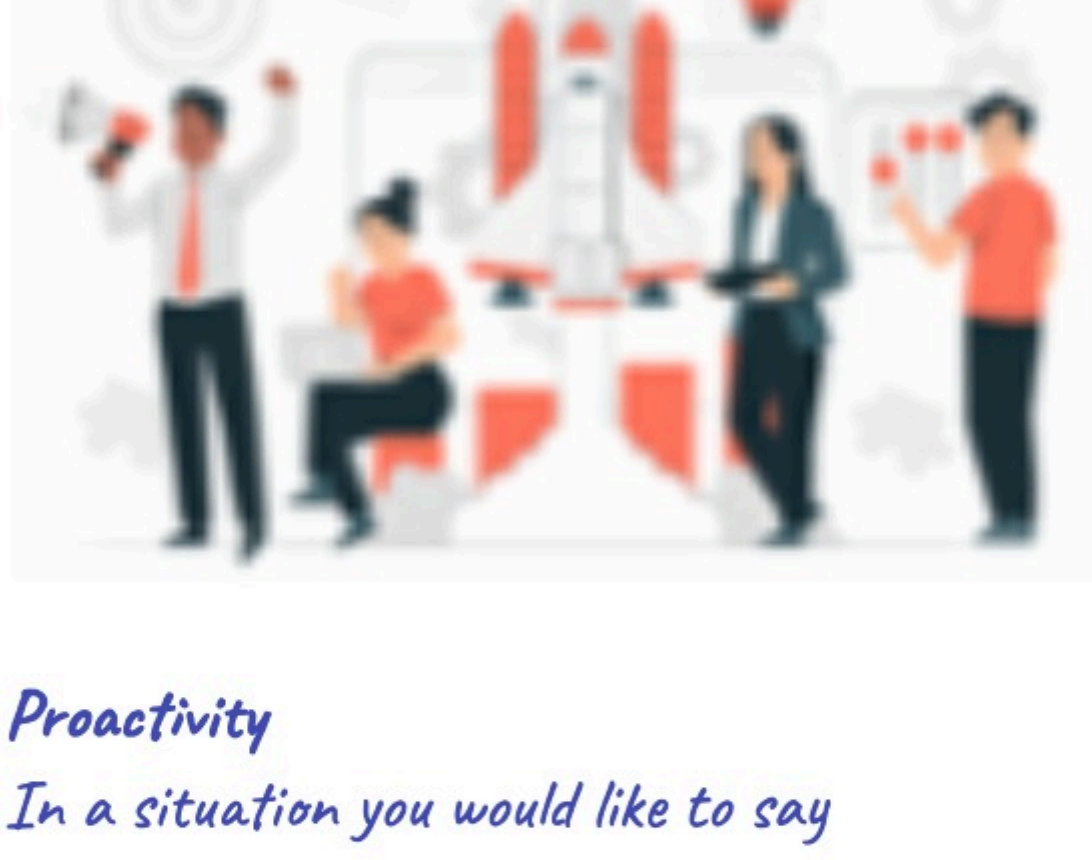
## Soft skills exercises

Here are some exercises to train your soft skills in daily life as a GAIA Rockstar!



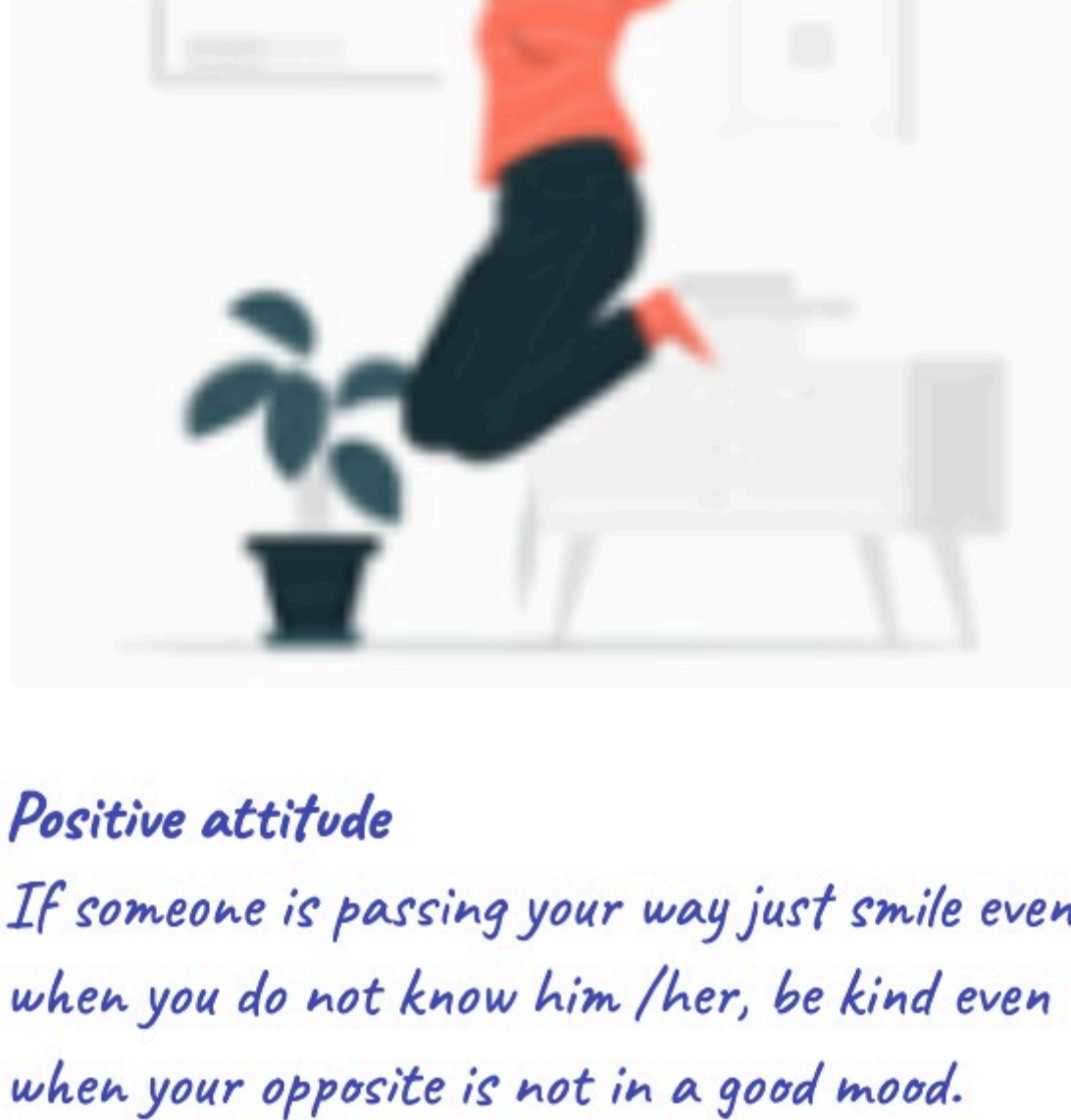
### Flexibility

Do things slightly different each time - e.g. when you come to office, always choose another place to work for that day or use each time a different stall at the bathroom. Try to change daily habits. Try what happens when you use your left instead your right hand or your right instead of you left hand. Take other ways back home from the bus or think about behavioral patterns in your life you could overcome



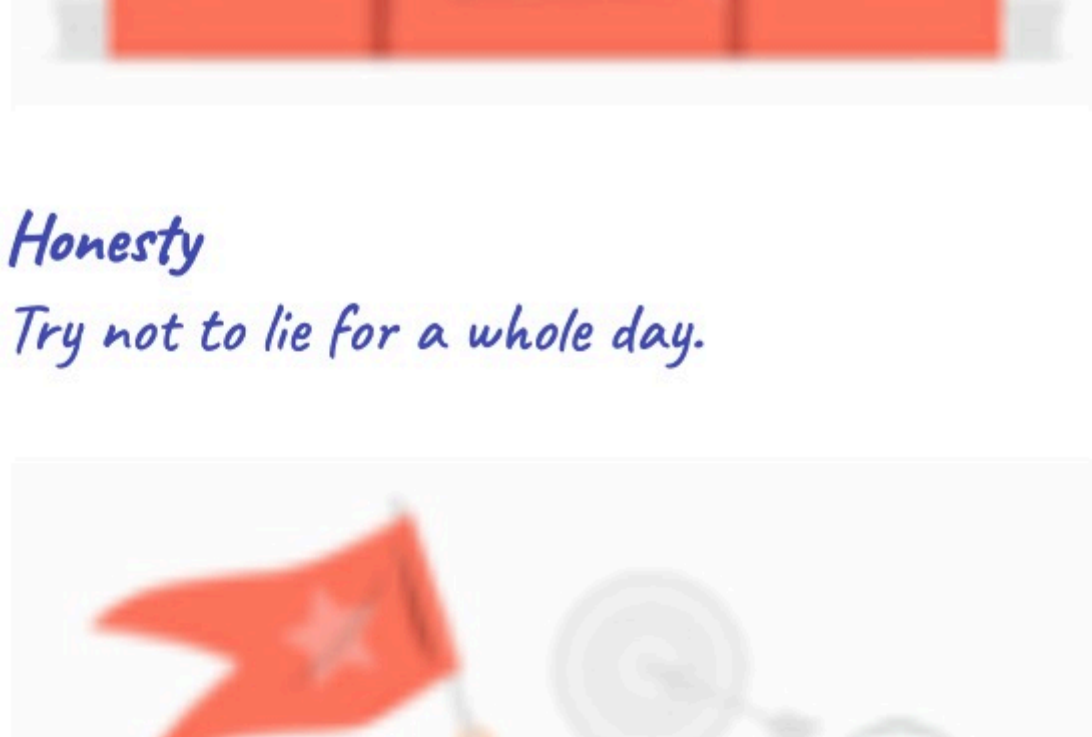
### Proactivity

In a situation you would like to say "I can not ...", "I'm not allowed to ...", "I have to ...", "I really should ..., BUT ..." pause for a short time and consider the "WHY?" and what you can or would like to do instead. Realize that everything behind a BUT is always an excuse!



### Positive attitude

If someone is passing your way just smile even when you do not know him /her, be kind even when your opposite is not in a good mood. Maybe you can influence his/her mood with your kindness.



### Honesty

Try not to lie for a whole day.



### Tenacity

Provoke situations in which you (or someone else) has to wait - e.g. do not take the first bus, wait for the next bus; pay accurate to the cent the next time at the supermarket, when more than one person is behind you; do not dodge, when someone crosses your way. make them give way (within reason).



### Empathy

Play the game "What's the Story?", alone or with someone else - e.g. sit down at a park bench or at a café and study the people around you. Than think about a story for them and answer fictitious questions, like "Why is she laughing?", " With whom is he talking to on the phone?", "Why is she/he wearing a suit?"



### Entrepreneurial thinking

To learn how complex ressource management could be you just have a look in your fridge! What ressources do you have and what can you do with them. You could also try an app like "Too Good To Go". You do not know what you will get but you 'll have to be creative and retrieve groceries at the same time.

Images: <https://de.freepik.com/autor/stories>