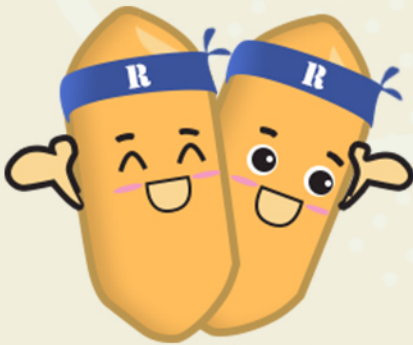


# 4 SIMPLE THINGS TO DO



01

## **PRACTICE RADICAL CANDOR**

- Care for each other professionally
- Provide affirmative and constructive feedback
- Accept feedback positively



02

## **DISPLAY INTEGRITY**

- Commit to decisions and plans
- Be clear on your own roles and responsibilities
- Act before windows of opportunity close



03

## **COMMIT TO CUSTOMER EXPERIENCE**

- View the situation from the customer's shoes
- Do things simpler, faster and better



04

## **EXERCISE TEAMWORK**

- Shout if you need help
- Motivate each other to succeed and excel
- Seek opinions and perspective from team members