01

SELF-MASTERY

- Discover yourself by understanding and recognizing your thoughts, feelings and behaviours.
- Accept the natural resistance you may have to change.
  Don't make yourself feel guilty.
- Be persistent in implementing change.

02

MANAGING DIVERSITY & INCLUSION

- Exchange information and knowledge with people different from you.
- In a group meeting, ensure that everyone contributes their opinion (either orally or in writing)
- Give the floor to others first before you speak.
- Listen more, speak carefully. Use neutral words, do not interrupt your interlocutor, use appropriate pronouns.
- Show that you value others' input or point of view even if you don't agree, by saying "I see what you mean", "I hadn't thought of it that way".

03

INFLUENCING, ENCOURAGING & DEVELOPING

- Clearly communicate expectations.
- Ask open-ended questions to understand the other person's developmental needs.
- Provide recognition and reward.
- Engage team members in projects that develop their skills.

04

MENTORING & COACHING

- Develop mutual trust and respect
- Maintain confidentiality
- Listen to what is said and how it is said.
- Advise, don't direct.
- Stay in your area of expertise/experience.
- Help expand the mentee's network – recommend additional mentors to address unique needs.

05

CONFLICT RESOLUTION

- Find a safe and private place to talk.
- Ask open-ended questions to get to the heart of the issue (eg, What triggered the conflict? What is it that you want that you can't get? What are you afraid of losing?)
- Listen actively and let everyone have their say.
- Reframe the topic of the conflict in a more objective way so that the information is less emotionally charged and more useful for future discussions.
- Define ways to achieve the common goal (How can the conflict be resolved?) and the responsibilities of each side.
- Assess the outcome of the conflict situation and decide on preventive strategies for the future.

06

HOLDING OTHERS RESPONSIBLE

- Set clear expectations and standards for all employees, regardless of position or seniority.

- Set smart specific goals.

- Ensure clarity by providing timely and honest feedback.

- Make a plan with specific dates for regular check-ins to track progress and ensure tasks are completed on time.

- Provide opportunities for employees to contribute to decision-making, encourage autonomy in their tasks and recognize their achievements.

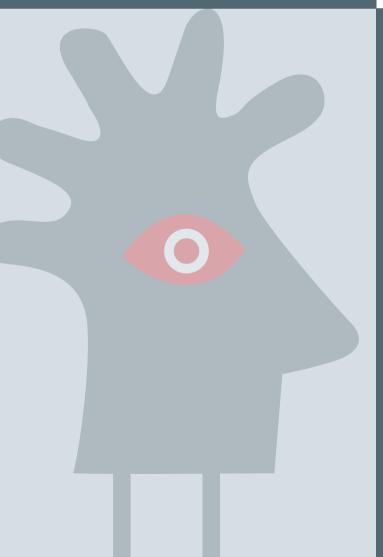- Actively listen to employee concerns, provide timely feedback and address any performance issues immediately.

07

CREATING A CULTURE OF CREATIVITY & INNOVATION

- Encourage interpersonal relationships.

- Encourage employees to tap non-company contacts for ideas, advice or connections.

- Create diverse teams with different skills and knowledge.

- Communicate mission and vision often.

- Create a flexible workspace, to the extent possible (the creative mind can be activated at any time and in any place).

- Accept that there are different ways to look at a problem.

08

FOSTERING AN ENVIRONMENT OF COOPERATION & COLLABORATION

- Clearly define roles and responsibilities for each team member

- Build trust within the team by participating in simple team-building activities or simply having a meal together.

- Encourage clear, frequent communication to ensure all team members are on the same page.

- Give decision-making autonomy to keep team members engaged.

- Keep team meetings focused and useful to increase productivity.

- Reorganize the team and reassign tasks if necessary to improve team dynamics and productivity.