

10/09

COMMUNICATION

LEADERSHIP

INFLUENCE

NORMS: Ok and
no ok behaviors

PROBLEM SOLVING

CORE VALUES
AND BELIEFS

**ORGANIZATIONAL
CULTURE**

**"HOW WE DO THINGS
AROUND HERE"**
*The mission is attained
and trust evolves
through the interaction
of these factors*

DECISION MAKING

DEALING WITH
CONFLICT

GOALS

EXPECTATIONS

ROLES AND
RESPONSIBILITIES

DEALING WITH
FEELINGS

ACCEPTING
DIFFERENCES