

Group #1
Empathy
Ownership/Follow Through
Communication
Respectfulness
Flexibility
Knowledgeable
Creative Problem Solving
Advocacy

Group #2
Adaptable
Open Mind
Patience
Listen
Encouraging
Thoughtful
Question Positively
Go Extra Mile
Introspective
Follow Through

Group #3
Empathy
Accountability
Collaborative
Innovative
Respectful
Advocacy
Humility
Awareness
Confidence

Group #4
Advocate
Flexibility
Put Yourself in Their Shoes
Positive Attitude

Group #5
Empathetic
Advocacy
Deep Holding
Collaboration

Group #6 (Tom to Scott)
Deep Democracy
Inquiry/Awareness
Heart/Intimacy/Opening
Collaboration/Partnership
Commitment
Playfulness
Respect
Not-Knowing

Group #7
Listening
Empathy
Optimism/Positive Attitude
Interest in Others/Curiosity/Openness
Responsiveness
Self-Management
Ability to Transfer Customer Needs to Tech Staff

EC
Listening
Empathy
Optimism/Positive Attitude
Interest/Openness in Customers
Responsiveness