

Group #1		Group #4		EC
Empathy		Advocate		Listening
Ownership/Follow Through		Flexibility		Empathy
Communication		Put Yourself in Their Shoes		Optimism/Positive Attitude
Respectfulness		Positive Attitude		Interest/Openness in Customers
Flexibility				Responsiveness
Knowledgeable		Group #5		
Creative Problem Solving				
Advocacy		Empathetic		8 Meta Skill Possibilities
		Advocacy	12	Good Communication/Listening
Group #2		Deep Holding	8	Advocacy/Follow Through
		Collaboration	7	Empathy
Adaptable			5	Positive Attitude
Open Mind		Group #6 (Tom to Scott)	4	Respect
Patience			4	Humility
Listen		Deep Democracy	3	Flexibility
Encouraging		Inquiry/Awareness	3	Innovative
Thoughtful		Heart/Intimacy/Opening	3	Collaboration
Question Positively		Collaboration/Partnership		
Go Extra Mile		Commitment		
Introspective		Playfulness		Tom's Suggested 8
Follow Through		Respect		Inquiry / Awareness
		Not-Knowing		Advocacy
Group #3				Empathy
		Group #7		Optimism/Positive Attitude
Empathy				Respect
Accountability		Listening		Flexibility / Openness
Collaborative		Empathy		
Innovative		Optimism/Positive Attitude		Innovative
Respectful		Interest in Others/Curiosity/Openness		Collaboration / Partnership
Advocacy		Responsiveness		
Humility		Self-Management		
Awareness		Ability to Transfer Customer Needs to Tech Staff		
Confidence				