



1. Actively prepares for emerging customer needs. —
2. Conscious of the needs and concerns of others. —
3. See and understand own norms and values and the relativity of them. —
4. Contribute to building a friendly and safe working environment. —
5. Inspiringly communicate visions to convince others. —
6. Inspire others with enthusiasm in both positive and negative circumstances. —
7. Find new opportunities for development; changes focus as demand changes. —
8. Identify key people and establish contact with them. —
9. See the attainability of goals clearly and soberly. —
10. Work in unsettled or rapidly changing circumstances. —
11. Determine the urgency of projects and decide effectively on what to do first. —
12. Perform a wide variety of tasks and manage transitions effectively from task to task. —
13. Apply systematic thinking to generate solutions. —
14. Use reason, even when dealing with emotional topics. —
15. Concentrate on routine work details. —
16. Plan and coordinate people and tasks efficiently, delegate people and set up detailed action plans. —