

**KNOWING**

Understanding the values, beliefs and traits that shape them. .

DEMOGRAPHICS

**EMOTIONAL ENGAGEMENT**

The behaviors we do that help them feel cared for now.

KEY BEHAVIORS

**PROMISE**

The promises and commitments and goals we own to serve them better.

BHAG

THEIR VALUES AND TRAITS

CUES AND REMINDERS

ROCKS

THEIR NEEDS AND WANTS

STORIES WHEN IT WORKS

OKRs

**KNOWING**

Understanding the values, beliefs and traits that shape and motivate us.

OUR TOP VALUES

**EMOTIONAL ENGAGEMENT**

The behaviors we do that realize our love and care for those on our team.

KEY BEHAVIORS

**PROMISE**

The promises and commitments I own for the development of our team's best serve.

BHAG

OUR STRENGTHS/TRAITS

CUES AND REMINDERS

ROCKS

OUR TEAM WHY

STORIES WHEN IT WORKS

OKRs

**KNOWING**

Understanding the values, beliefs and traits that shape and motivate ourselves.

MY TOP VALUES

**EMOTIONAL ENGAGEMENT**

The behaviors I do to realize and grow into my best serve.

KEY BEHAVIORS

**PROMISE**

The promises and commitments I own for my own development of my serve.

BHAG

MY STRENGTHS/TRAITS

CUES AND REMINDERS

ROCKS

MY PERSONAL WHY

STORIES WHEN IT WORKS

OKRs