**Value 1: Make our customers successful**

* Seek to understand (blank sheet) | Seek to understand customers’ goals
* Accommodate special requests
* Make decisions you would like if you were the customer
* Provide solutions to problems | Don’t give No for an answer | Take down hurdles
* Skin more cats – there is always more than one way
* Provide solutions – cannot get another part turns into “How about this alternate part?”

**Final Speech**

a.

b.

c.

**Value 2: Seek perfection**

* Do things better every day
* Continuous improvement
* Better tomorrow than today

**Final Speech**

a.

b.

c.

**Value 3: Lead with humility**

* Team player
* Respect everyone | No job is beneath me
* Listen! | Listen more |
* Always be willing to learn from everyone
* Ask subordinates how they would improve?

**Final Speech**

a.

b.

c.

**Value 4: Encourage growth in every team member**

* Training is vital | Provide additional training/education
* Respectful feedback
* Provide constructive feedback

**Final Speech**

a.

b.

c.