

Actions

- Search for and reapply best practices
- Collaborate with customers
- Run focus groups
- Mentor and coach
- Build balanced teams
- Establish shared values
- Hire and train lifelong learners
- Develop a strong cultural identity

Behaviors

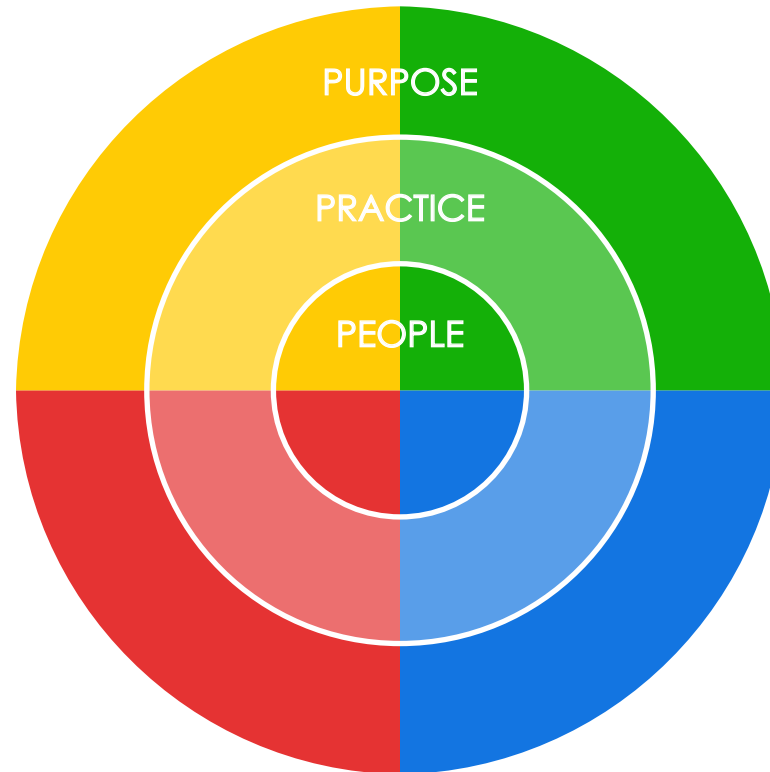
- Talk about personal experiences
- Tell stories
- Express emotions
- Put people at ease
- Acknowledge the role of intuition

Actions

- Improve processes
- Benchmark best in class
- Remove unnecessary parts
- Run simulations
- Mine the information
- Connect the systems
- Reorganize
- Work with suppliers

Behaviors

- Provide details
- Follow the rules
- Explain in sequential order
- Conform to esprit de corps
- Demonstrate how things work



Actions

- Create new breakthrough products
- Start up a new organization
- Brainstorm novel solutions
- Forecast the future
- Enlist radicals
- Spin off an existing unit
- Diversify experiments
- Build a virtual organization

Behaviors

- Look at the big picture
- Draw concepts
- Use metaphors
- Look at the future
- Explore how the pieces fit together

Actions

- Eliminate unprofitable products & services
- Merge with another organization
- Pay-for-performance
- Build a strong brand
- Reward strong sales
- Invest in proven winners
- Outsource non-essential services

Behaviors

- Get to the point and summarize
- Be logical and analytical
- Critically confront the downside
- Show personal ownership
- Demonstrate a bias towards action