



SHARED LEADERSHIP

Shared leadership: everyone having an equal voice and responsibility for each other and the success of the team. It involves clarifying roles and responsibilities, peer performance and self-reflection on personal areas to develop.

QUALITY	RATING	ALREADY EXHIBIT	WOULD LIKE TO EXHIBIT
Vision			
Passion			
Risk-taking			
Values			
Integrity			
Self-confidence			
Change catalyst			
Take the 'right' road, not the 'easy' road			
Can make difficult decisions			
People-focused, not process- or task-focused			
Doesn't need to control			
Interpersonal skills			
A 'can do' attitude			
Knowledge			
Show how versus tell how			
Persistence			
Lead by example			



QUALITY	RATING	ALREADY EXHIBIT	WOULD LIKE TO EXHIBIT
Able to delegate			
Creativity			
Initiative			
Commitment			
Belief in yourself and others			

Customer Service Works

Ph: 403-257-7732

Fax: 403-257-7864

www.customerserviceworks.com

info@customerserviceworks.com