

## Topics

### **Communication**

In your business culture, what does it mean to be an effective communicator?

### **Agreements**

In your business culture, what are the signals that an agreement has been made?

### **Persuasion**

In your business culture, what does it mean to be persuasive?

### **Decision Making**

In your business culture, what is one key characteristic of how decisions are made?

### **Leadership**

In your business culture, name three qualities a team-lead must have.

### **Feedback**

In your business culture, what is the essential purpose of feedback?

### **Conflict Resolution**

In your business culture, who should be involved in the resolution of a team-internal conflict?

### **Product**

In your business culture, name three product characteristics essential to success.

### **Process**

In your business culture, when is a work process truly helpful?

### **Customer**

In your business culture, describe the difference between consulting and serving the customer.