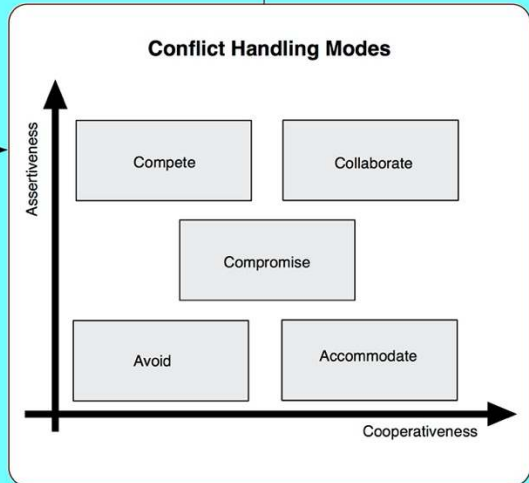
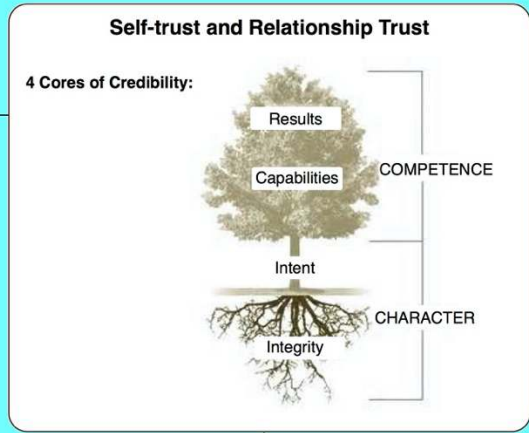


- ### The 13 Behaviours
1. Talk Straight
 2. Show Respect
 3. Create Transparency
 4. Right Wrongs
 5. Show Loyalty
 6. Deliver Results
 7. Get Better
 8. Confront Reality
 9. Clarify Expectations
 10. Practice Accountability
 11. Listen First
 12. Keep Commitments
 13. Extend Trust



Servant Leadership
The role of vulnerability

Prepare the Team

Mental Toughness
(Above the Line)

Feedback as a Gift

- Sandwich
- Velvet hammer
- 90-day plan