

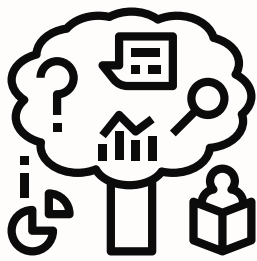
Make your soft skills your superpower

# C<sup>2</sup>LEA<sup>2</sup>R

Leadership framework to navigate in the hybrid working era

## Collaborative Communication

- Active listening & questioning
- Ask simple questions
- One question at a time
- Ask fewer questions
- Listen to understand

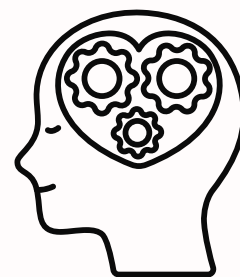


## Learning

- Recognizing & identifying skill and behavior gaps
- Learn from failure
- Adapt to new situations, challenges & opportunities
- Learning as the fuel for development

## Empathy

- Basis to build connections, relationships & trust
- Don't confuse empathy & sympathy
- Be kind & mindful
- Imagine yourself in another person's shoes



## Authenticity & Accountability

- Be self-aware
- Know your values
- Let go of your guard & be real
- Be vulnerable & ask for support
- Provide support
- Be transparent

## Responsibility

- Claim responsibility to develop
- Take ownership
- Support & foster a growth-mindset & learning culture

