

HUMOUR:

We express humour when:

- We approach situations, even complex ones, with a balanced approach and peace of mind.
- We consider our inadequacies with irony and we learn from them.
- We bring on positivity and a smile even in moments of tension and contribute to creating a serene environment
- We can accept our defeats with elegance and celebrate our victories without arrogance

RESPECT

We are respectful when:

- We adopt forms and expressions of courtesy and good manners with everybody
- We communicate sincerely, directly and calmly
- We stick to our commitments and keep our promises
- We give our reasons when we say “no”
- We relate to everyone, even in situations of conflict, without prejudice and accepting diversity as opportunities to learn
- We observe corporate procedures and rules
- We treat others as we would like to be treated

ENTHUSIASM

We express enthusiasm

- Giving positivity and motivation to ourselves and others
- Congratulating ourselves and colleagues for positive results
- Involving the people we work with and transmitting passion and energy
- Approaching all situations with positive imagination and proactively

HUMILITY

We express humility when:

- We are aware of our real capabilities and potential
- We take suggestions and criticism as opportunities for growth
- We collaborate with colleagues, regardless of roles and duties and with the flexibility suggested by the needs or emergencies
- We assume responsibility for our mistakes, working to remedy them as soon as possible
- We are willing to compare our points of view with those of others and, if necessary, to revise them
- We are willing to ask for help when we are in difficulty

LISTENING

We listen when:

- We have real interest in and attention for the message of the other person
- We respect the pace and rhythms of his communication
- We know when to be quiet
- We eliminate filters and prejudices
- We ask and examine in depth in order to better understand and find opportunities for enrichment

CREATIVITY

We are creative when:

- We cultivate curiosity and knowledge
- We analyse problems finding their dimensional plurality
- We seek alternative solutions
- We overcome the limits imposed by habit and routine
- We have the courage to propose innovative ideas without fearing being judged
- We translate ideas into actions with the capacity of experiencing problems as opportunities
- We transform things without violating their essence

COMPETENCY

We aim to develop competency when:

- We mature knowledge and apply it successfully
- We make updating and research a working method
- We learn from our mistakes
- We make an effort to correctly interpret situations, the answers of others and their emotions, and to adapt our behaviour to the stimuli we receive