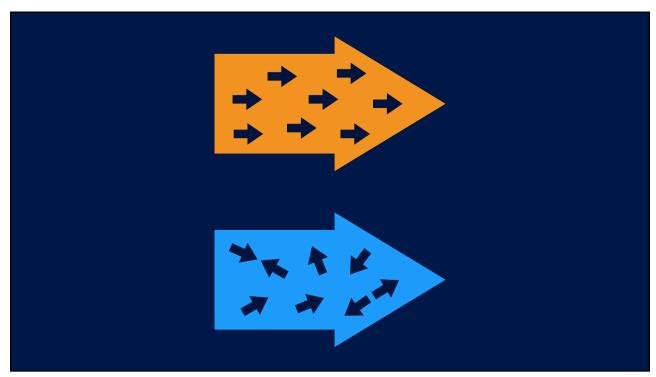


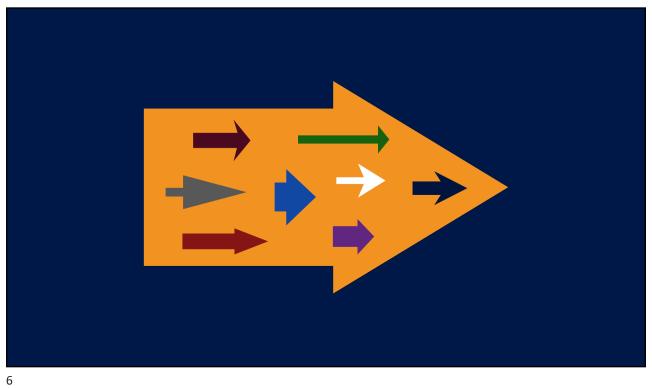




Documents don't build culture.

People do.





## **Two Realities:**



#1 Behavior skills drive job skills#2 Everyone matters

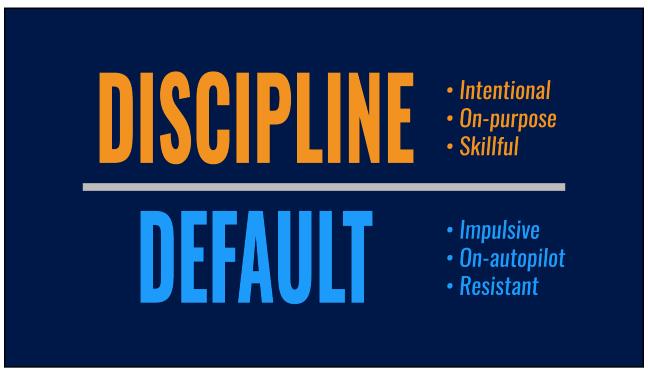
7







- I do not control Events.
- My Response is my choice.
- I earn Outcomes by the quality of my Response.
- E+R=O is the way life works.





Get rid of any
lingering attachment
to the entitled mindset
that you shouldn't have to
deal with frustrating
or inconvenient things.



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