

I am **customer focused**

What I Can Do Right Now

The supporting statement for our **I am customer focused** guiding principle is:

Our customers are behind every decision I make. I connect with my customer to create a positive experience by listening and asking questions to anticipate and identify needs. I collaborate on solutions that add value.

Put a check mark next to one element that you think you can do even better than you do right now.

- Connecting to provide a customer experience
- Listening
- Asking questions to anticipate and identify needs
- Collaborating on solutions

In the space below, write down what steps you can take to improve in your selected element.
