



## Case 1

I tend to be over-reactive as a problem solver. I let crises develop and become urgent, because – simply – I work better that way. I enjoy a crisis, and am good at working well under pressure. If I'm asked to think about preventing problems from developing... I just find that boring, and I lose interest in it.



## Case 2

I was at a talk recently where the presenter talked about 'Moments of Truth', and how Jan Carlzon had turned around Scandinavian Airlines by using this technique. It seemed to be all about capturing all the little things that can make a difference to the customer. I need to know more about it, and perhaps use it to improve customer service in my area.



## Case 3

I work in the same office with 6 other staff, all on my grade. We're called a team, but I don't think we are. We don't seem to have any shared team identity or work together on projects. We just happen to share the same space. So I want to know the difference between a group and a team, and what it takes to turn a group into a team.



## Case 4

One of the Skills Dimensions mentions 'OMD behaviours. I've no idea what this means, but am worried that if, for some reason, I'm not delivering OMD behaviours, that will reflect badly on me, and perhaps prevent me progressing. So I need to do something about this - but I don't know what.