



## RAISE OUR CAPABILITIES

**“ I learn by doing and seek opportunities to grow our capabilities. ”**

**GUIDELINE**

# WHY IT MATTERS

**I LEARN BY DOING AND SEEK  
OPPORTUNITIES TO GROW OUR  
CAPABILITIES**

## Key Benefits

- ☒ I feel more valued and motivated
- ☒ I feel more capable of taking on challenging work
- ☒ Individual and team's performance increase
- ☒ Our ability to collaborate improves
- ☒ We promote and retain talent within our business

# WHAT IT MEANS

**I LEARN BY DOING AND SEEK OPPORTUNITIES TO GROW OUR CAPABILITIES**

## **As a Manager**

I assign my team to challenging projects and give them precise feedback on the skills and behaviors they could improve.

## **As a Team Member**

I ask for feedback about the skills and behaviors that I need to improve and look for new opportunities to learn on the job.

# DO'S



Identify key skills and behaviors to improve.



Agree on what you need to improve personally.



Look for challenging tasks you can learn from.



Give precise feedback on what the person did or didn't do.



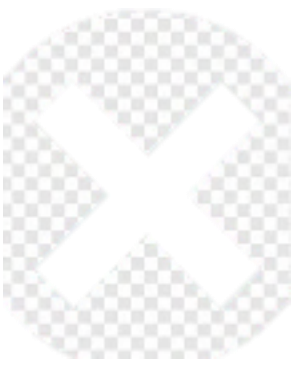
Ask for and provide coaching on how to improve.



# DON'TS



Say you're too busy to learn.  
Do it on the job!



Assume you can learn by  
observing. Do it yourself!



Avoid asking for feedback.  
Do it regularly!



Keep doing the same things  
without adding challenge.



Forget to recognize positive  
actions or behaviors.