



## passion

### Don't Want

- Needs close management
- Blames others
- Becomes flustered when the heat is on
- Does things only for show
- Is just here for the money

### Want

- Is enthusiastic
- Has initiative
- Doesn't wait to be told
- Wants Caffè Kix to be the best
- Takes ownership for their work
- Cares about standards
- Works at pace
- Copes well with pressure

### Kix Perfect!

- Role model
- Never gives up
- Always does their best
- Admits their mistakes
- Loves food and great coffee
- Goes the extra mile

## clear talking

### Don't Want

- Uses jargon inappropriately
- Over complicates ideas
- Confuses people
- Is complacent about the business
- Agrees blandly with others
- Mincers words
- Over relies on email

### Want

- Communicates sensitively
- Listens
- Is sincere
- Admits when they don't understand or makes mistakes
- Express ideas concisely
- Uses an informal style

### Kix Perfect!

- Communication with conviction
- Paints a clear picture
- Constructively disagrees
- Communicates upwards honestly
- Knows their audience

## teamwork

### Don't Want

- Moody or bad tempered
- Doesn't interact with others
- Thinks only about their own needs
- Annoys people
- Is intolerant of others

### Want

- Creates a sense of fun
- Is genuinely friendly
- Is happy to be themselves
- Helps others
- Respects others

### Kix Perfect!

- Anticipates others' needs
- Goes out of their way to be helpful
- Is charming to people
- Sets the tone for the group
- Cares about other people's happiness
- Has presence