



Basic Literacy: The business needs...

- Connection: we value good client relationships
- Contribution: we add value to the client
- Effectiveness: we get things done
- Efficiency: we complete tasks in a timeliness that's consistent with its added value
- Integrity: we honor agreements; act in accordance with our values
- Sustainability: we strive to maintain financial stability and growth

Basic Literacy: The project team needs...

- Accountability: we need a sense that agreements will be honored or renegotiated with care
- Celebration, Play: we contribute more when we have fun and renew our creativity
- Clarity: we operate best when expectations are explicit and there is a shared reality
- Cooperation: we value all team members working together
- Harmony: we minimize discord and tension on the team
- Learning: we rely on feedback in order to improve our systems and processes
- Respect: we need recognition from others for our contribution

Basic Literacy: Each person also needs...

- Appreciation: we excel when recognized for how we've contributed and made a difference
- Authenticity: we function best in an environment where we can be ourselves
- Choice: we are more productive when we participate in the decisions that affect us
- Community: we support the organization more effectively when we have a sense of belonging and inclusion; to feel part of a team where we are contributing as a group with shared goals and vision
- Growth: we bring more value when we have opportunities to develop professionally and personally
- Meaning: we all want a sense that we do offers value, coherence and purpose
- Rest: we are more present to our tasks when we take care of the needs of our bodies and minds for relaxation

Basic Emotional Literacy:

- How we feel when our needs are being met
- Calm: comfortable, content, fulfilled, relaxed, relieved, satisfied
- Confident: empowered, open, proud, secure
- Engaged: absorbed, alert, amused, curious, fascinated, interested, intrigued, involved
- Excited: animated, eager, energetic, enthusiastic, surprised
- Glad: delighted, happy, pleased, satisfied
- Grateful: appreciative, thankful, pleased
- Hopeful: expectant, encouraged, optimistic
- Inspired: amazed, awed, energized
- Receptive: sympathetic, warm, open
- Refreshed: rejuvenated, renewed, rested, restored, revived

Basic Emotional Literacy:

- How we feel when needs are not being met
- Annoyed: aggravated, angry, displeased, exasperated, frustrated, impatient, irritated, upset
- Concerned: apprehensive, suspicious, worried, anxious, cautious, wary, disturbed, guarded, alarmed, hesitant, troubled
- Confused: ambivalent, hesitant, perplexed, puzzled, torn, conflicted, bewildered
- Disconnected: bored, detached, distracted, withdrawn, indifferent, shocked, impatient, lethargic
- Fatigued: burnt out, depleted, exhausted, tired, overwhelmed
- Uncomfortable: disconcerted, rattled, tense, uneasy, unhappy, unsettled, reluctant