

B	I	N	G	O
Share rationale openly	Acknowledge competing priorities	Coach others through conflict	Reflect on emotional triggers	Facilitate cross-team resolution
Better together	Share impact on customers	Own and correct mistakes	Actively listen without judging	Recognize respectful behaviour
Seek cross-functional collaboration	Step back to let others lead	FREE	Align resolution with values	Empowerment
Encourage creative problem-solving	Remain calm under pressure	Encourage diverse perspectives	Create space for others to speak	Follow up on resolution plans
Community	Balance empathy and accountability	Prioritize customer needs	Use facts over emotion	Challenge respectfully

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