

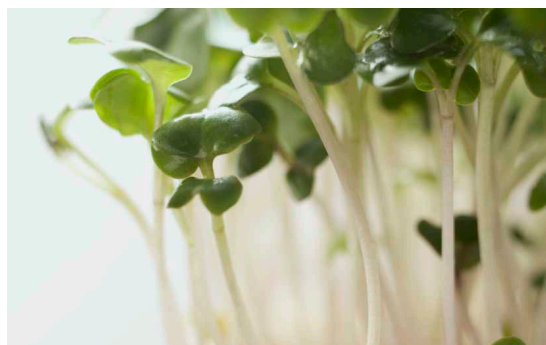
ADAPTING TO SOMETHING NEW

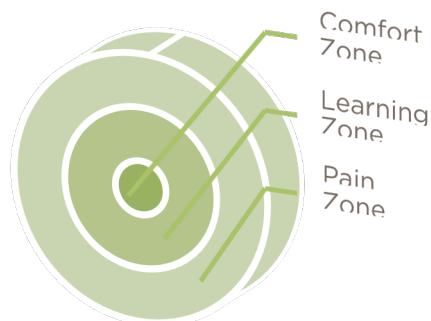
Things to Remember – Team One



HERB N' KITCHEN

— NEW YORK CITY —





1. Resist Making Things Up

Don't make assumptions! Ask questions. Seek answers. Define what the change really is. Challenge your mental maps!

2. Half-Full or Half-Empty

No matter how tumultuous the new circumstance, there are opportunities available if people are open to looking for them. Identify the positives for yourself and the hotel, and then set your focus on them!

3. Adjust and Adapt

The best way to help ensure success, especially early on, is to consider how you can adjust and adapt! The best athletes, business people, and leaders in any endeavor understand this! Situations and circumstances change . . . sometimes quite rapidly! Those that adjust and adapt not only survive, they thrive!

4. Acquire New Skills and Knowledge

Be clear about what you need to learn in order to evolve and take the initiative to do so! Use your training to help you get there and ask for whatever else you may need!

5. New Circumstances = New Opportunities

Support each other by exploring ways that you can benefit from the new circumstances and consider potential opportunities. Seizing upon the situation early is, more often than not, rewarded with success!

Team Dynamics

Trust

- A lack of trust makes it difficult to play on a team, let alone face change with a team.
- Trust helps us embrace change by providing a safe environment in which change can be discussed, understood, accepted and addressed.

Respect

- An environment rich in respect is important to being happy at work and important to embracing new circumstances.
- Respect helps us embrace new circumstances by providing a respectful environment where the situation is easier to understand and accept.

Communication

- We have to not only share information; we must make sure that what we are communicating is what other people are hearing!
- We have to check for understanding and not make stuff up.
- By communicating clearly, timely, and sufficiently we create an environment where change is readily understood.

Collaboration

- Working together to get things done! No one is successful alone. Every part of a team is mutually dependent.
- When we collaborate, new challenges are easier to handle and tackle, because we aren't doing it alone!