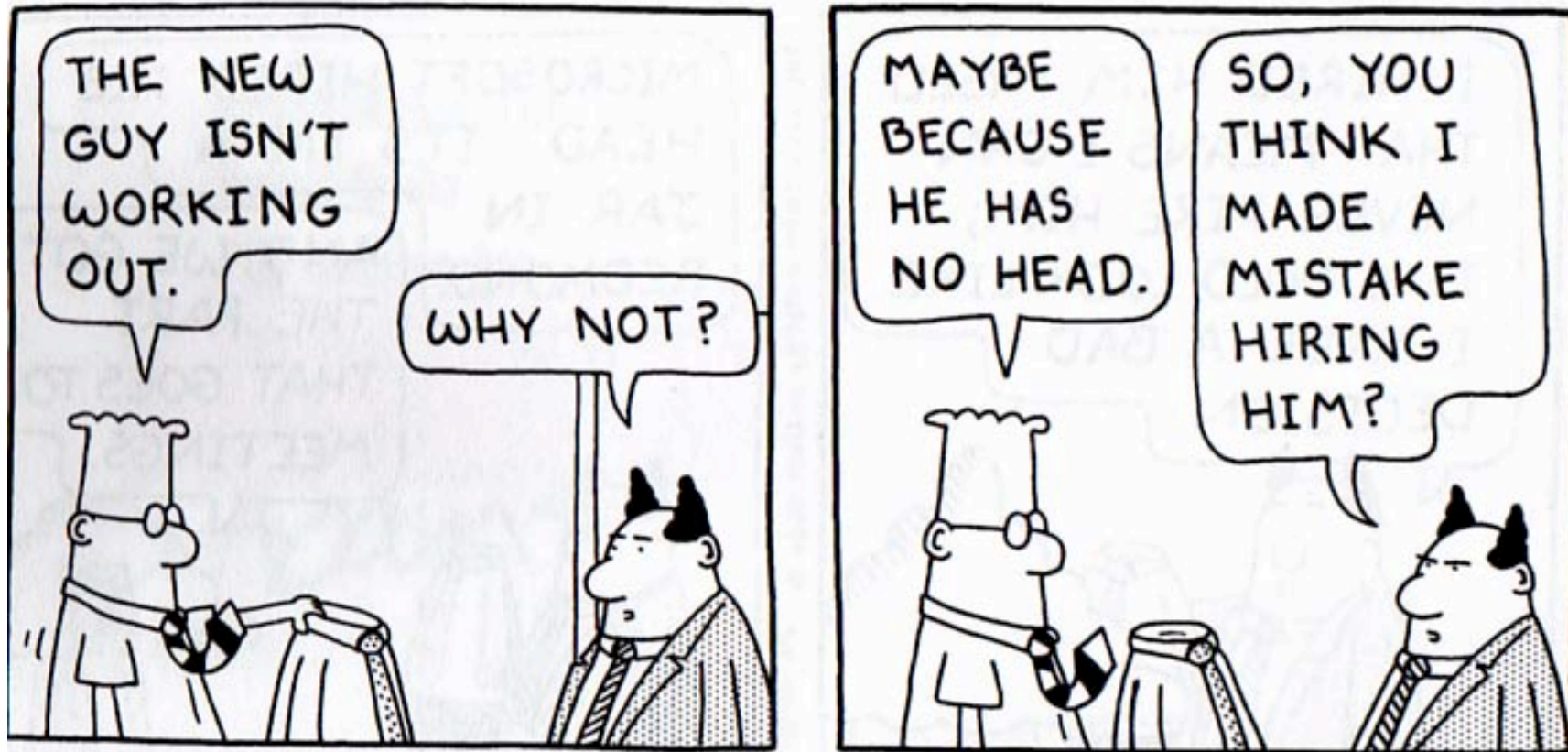


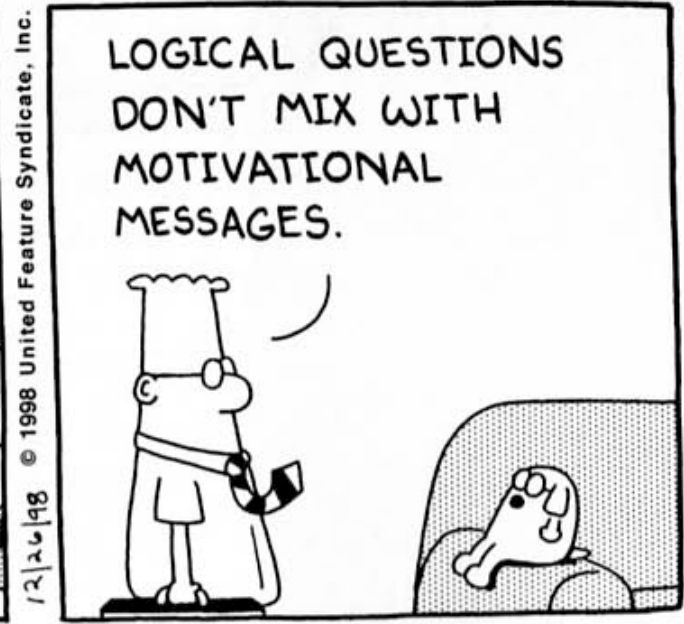
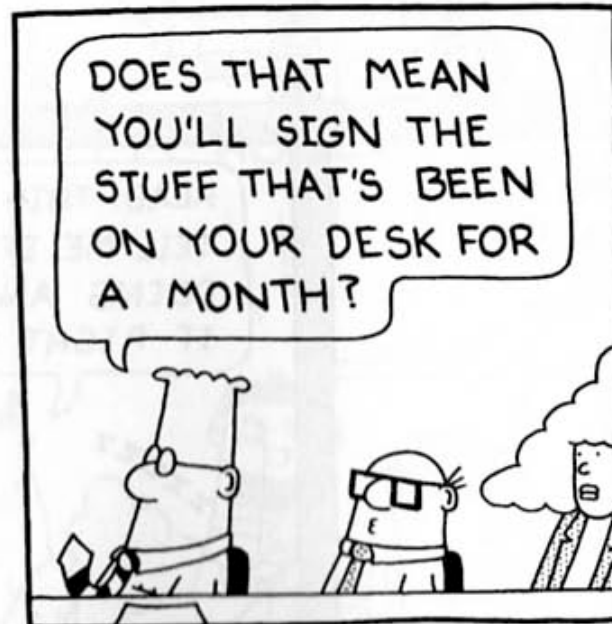
# Recruit leaders carefully



# Encourage innovation



# Walk the talk



12/26/98 © 1998 United Feature Syndicate, Inc.

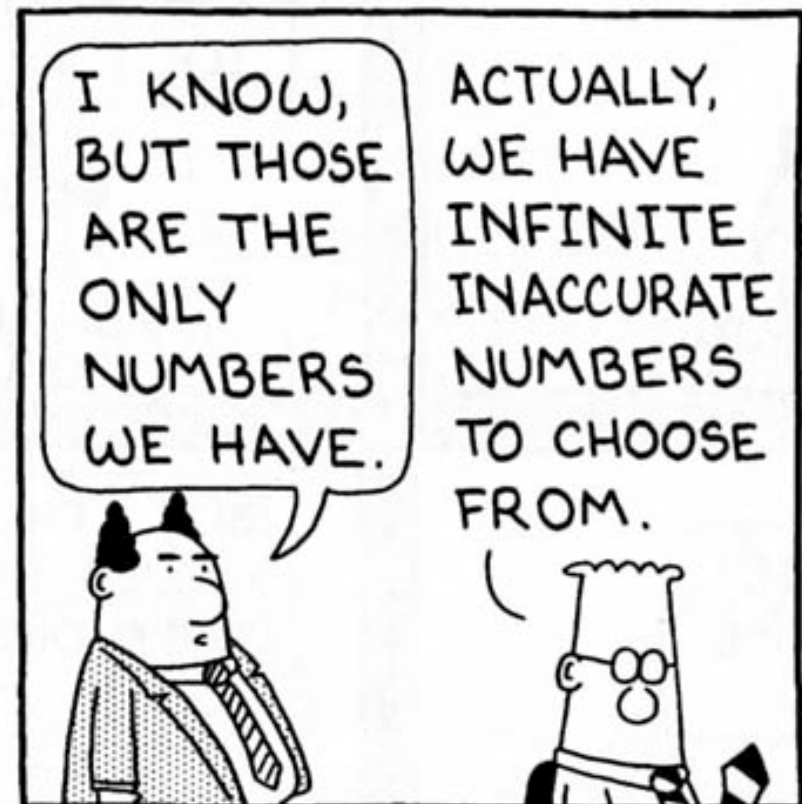
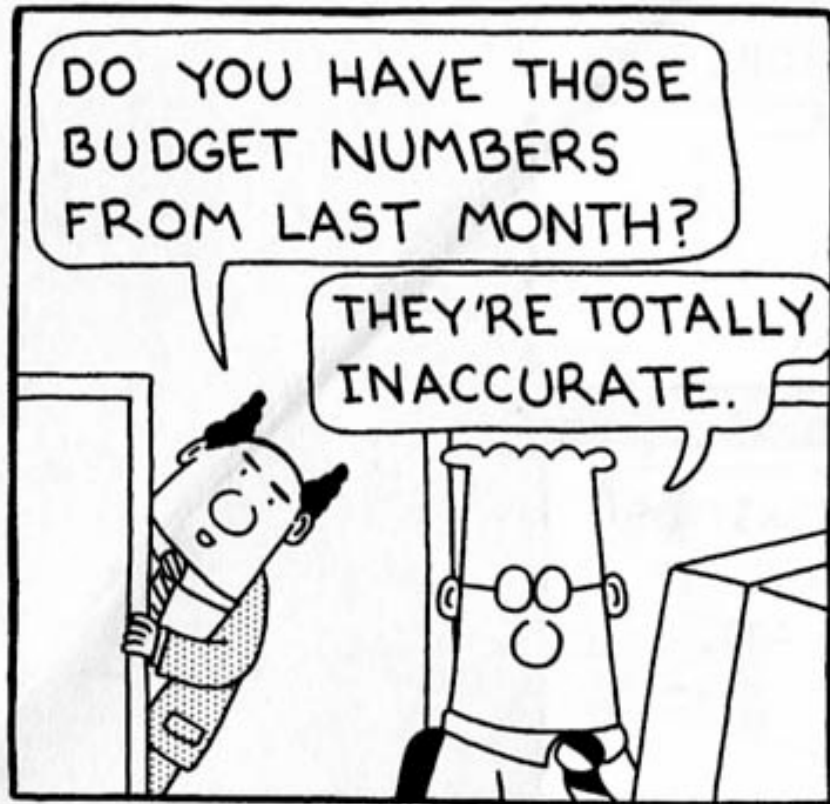
# Employee surveys – be consistent



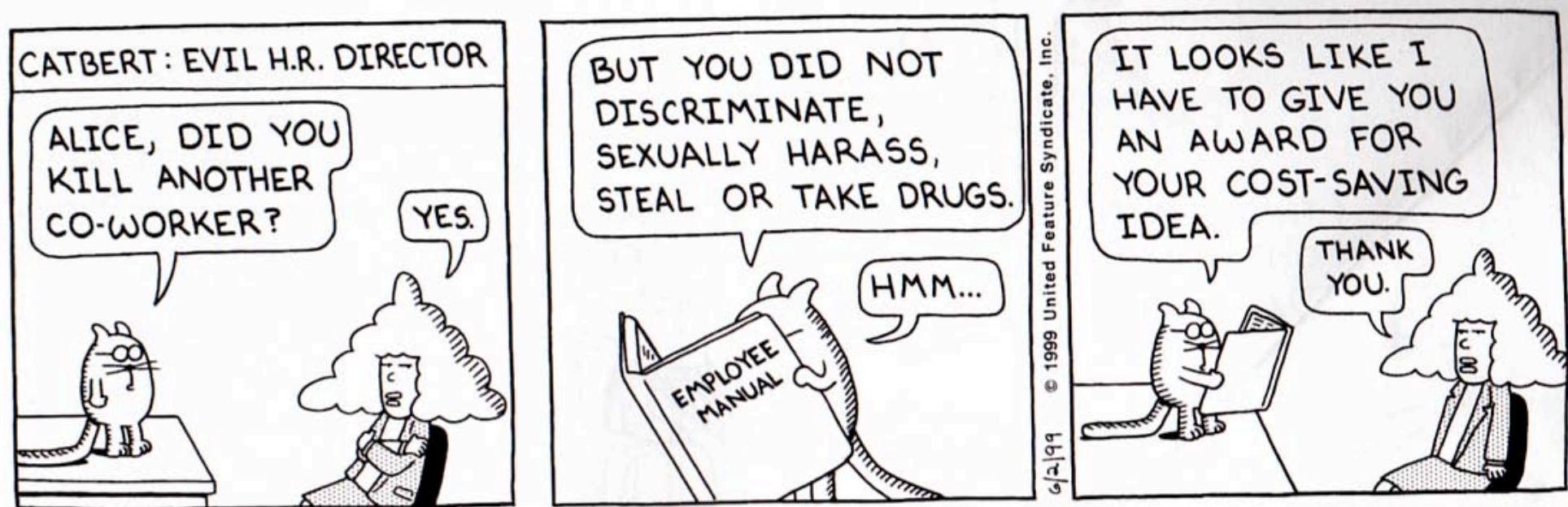
# Define clear accountabilities



# Employee owners like data



# Set standards for acceptable behaviour



# Listen carefully

