

Values & Behaviour 2

Watch the video clip from Love Actually. https://www.youtube.com/watch?v=XUBeW_NFggM

Values & Behaviour

If this were Mosaic, what values were being shown?

What has he not quite got right?

What was the impact on the customer?

Pick 6 values you saw. What behaviour did this show in and what was the impact. If he had not quite got it right, what does he need to adapt his behaviour to?

[illegible]