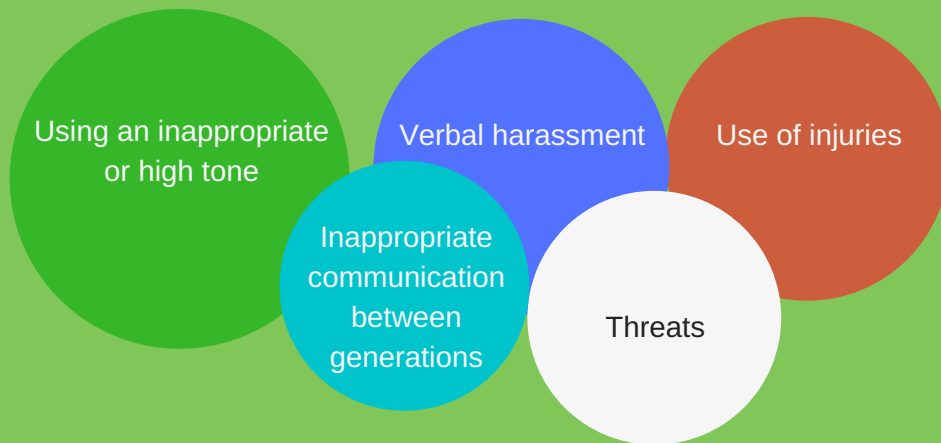


"Language is the cloak for thought" - Samuel Butler

Did you know that, in international practice, 20% of the cases of an Ombudsman are based on:



Consequences:

- Self-isolation, reduced efficiency, negative impact on the organizational climate, non-compliance with internal regulations

HOW should we proceed?



Use an appropriate tone



Use positive approaches



Empathize



Treat colleagues with respect



Be honest



Do not offend



Avoid to remain a bystander



Follow the good manners code

WHAT do we gain?



Respect



Performance



Collaboration



Innovative ideas



Team support



Lower stress levels



Efficiency