

Complete the notes below.

Write **NO MORE THAN TWO WORDS** for each answer.

Four business values

Many business values can result in **31**

Senior managers need to understand and deal with the potential **32** that may result.

Collaboration

During a training course, the speaker was in a team that had to build a **33**

Other teams experienced **34** from trying to collaborate.

The speaker's team won because they reduced collaboration.

Sales of a **35** were poor because of collaboration.

Industriousness

Hard work may be a bad use of various company **36**

The word 'lazy' in this context refers to people who avoid doing tasks that are **37**

Creativity

An advertising campaign for a **38** was memorable but failed to boost sales.

Creativity should be used as a response to a particular **39**

Excellence

According to one study, on average, pioneers had a **40** that was far higher than that of followers.

Companies that always aim at excellence may miss opportunities.