

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.