

In your syndicate please consider the following questions:

1. In what way can caring for your colleagues contribute to quality service?
2. What types of behaviour will indicate a "caring for colleagues" attitude?
3. In what way can co-operating with your colleagues contribute to quality service?
4. What types of behaviour will indicate a "co-operating" attitude towards your colleagues?
5. In what way can communicating effectively with your colleagues contribute to quality service?
6. What types of behaviour will be needed to communicate effectively with colleagues?