mimansa
RESEARCH & ADVISORY

TOOLKIT · VALUES TO BEHAVIOURS KIT

What This Value Asks of a Manager



Each manager fills one card for each value. Keep it to things the team can see.

VALUE

e.g. Customer first

MANAGER AND ROLE

e.g. Sunita K., outlet manager, Andheri

I WILL	HOW OFTEN	HOW MY TEAM WILL KNOW
Check each final bill against the estimate.	*Every week*	*I share the gaps in the Monday huddle.*
Call one upset customer myself.	*Every week*	*I tell the team what I learnt.*

WHEN I FALL SHORT, I WILL

HOW OFTEN DO I SHOW THIS VALUE NOW?

◯ Rarely ◯ Sometimes ◯ Often ◯ Always

Ask your team the same question. Compare the answers.