



GSL SkillBuilder is a cloud-based, self-paced leadership development program that strengthens communication skills and character skills, which are at the heart of emotional intelligence. Application of these skills will bring your organization's core values to life.

## Character Skills

### Building a stronger SELF

- Self-awareness
- Self-development
- Self-discipline
- Self-confidence
- Self-esteem
- Humility
- Optimism
- Resilience
- Rationality
- Courage
- Composure
- Patience

### Building stronger RELATIONSHIPS

- Honesty
- Integrity
- Appreciation
- Forgiveness
- Empathy
- Compassion
- Generosity
- Fairness
- Loyalty
- Trust
- Cooperation
- Service

### Building a stronger WORK ETHIC

- Commitment
- Responsibility
- Accountability
- Initiative
- Creativity
- Proactivity
- Decisiveness
- Perseverance
- Effort
- Excellence
- Open-mindedness
- Flexibility

## Communication Skills

- Listen to Understand
- Coach People to Think for Themselves
- Guide Learning from Experience
- Get Buy-in for Expectations
- Offer Encouragement
- Express Appreciation
- Give Feedback Constructively
- Accept Feedback Graciously
- Engage in Dialogue
- Resolve Conflict Creatively