

Chapter 1

Wrap-up

Reflection

In this chapter, you learned how mission statements and values affect a company's culture. Select **one** of the CDN Malls values listed below.

- Keep service foremost in mind.
- Empower people to do their best.
- Take responsibility and be accountable.
- Respect all types of diversity.
- Demonstrate a positive team spirit.
- Promote sustainability and be environmentally friendly.

Think about how this value is important to you in your current context. Also think about three ways that you could improve your soft skills related to this value. Write a short paragraph about the value and how you could improve your soft skills in that area.

Write your paragraph here:

[illegible]