



LESSON #9: MAKING A DIFFERENCE

Recognize that every role matters and how seemingly small decisions can impact performance in big ways.

ANSWER THE FOLLOWING QUESTIONS AS A TEAM:

1. What does it mean to be efficient?
2. How does being efficient make a company more competitive? More profitable?
3. What were some of the unforeseen benefits of American Airlines new efficiency?
4. Where can our team be more efficient?
5. Take a few of the ideas shared and explore how they might impact your team, other teams, and the company as a whole.

QUEST:

Is there anything you wish your team could work on faster? Come up with a list of solutions.