

MODELLING MINDSETS

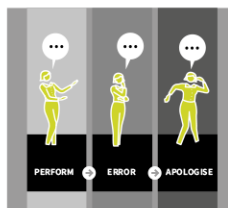
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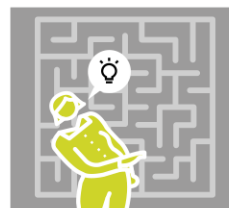
BEING POLITE & KIND



BEING PATIENT & CALM



LEARNING FROM MISTAKES



EMBRACING CHALLENGES



AMBITION FOR EXCELLENCE

KEY TERMS, CONCEPTS & RESEARCH POINTS

TRAINING NOTES

NEXT STEPS