**Key Takeaways:**

Section on how to listen was great!!!

Communication involves confirming that the other party has grasped it at the other end.

Top management’s behavior changes under two constraints: 1) crisis (competition is one source), 2) Job requires certain code of conduct (but other could be tempting)

The only message that matters is the one that is received

If your view of the world is “truth,” that is limiting

I now understand why people have different (leadership) priorities and how to handle them

Creating relationships is “banking,” you just never know when you need it, even if you now think its most unlikely

The business model of the digital glocalization of the south—is it the same to the north?

If you want to succeed as a leader you must have communication

Self-awareness

-How do I listen?

-How do I communicate effectively?

**Want more of this:**

Useful feedback—channel to give the useful feedback, should be given special attention

More related lectures on EQ/EI

We would like to hear more on negotiations

How to manage coalitions/discussion when there are divergent views

More studio tours!

Eric to finish his presentation on interpersonal skill and institutional effectiveness