

### Your Actions have Impact!

- Take in the big picture to understand your impact and connect with priorities.
- Understand what business acumen is (and why it matters).
- Develop business empathy.
- Demonstrate sound judgment as you assess business situations.
- Learn why it is so important to cultivate relationships.

#### What is Business Acumen?

- Business 'insight' leading to sound judgment
- Understanding how the organization works (from the inside out and the outside in)
- Current on industry and marketplace trends
- Developing and executing successful strategies
- Making the future more profitable and successful
- Understanding how to interpret (and respond to) financial metrics
- Understanding the customer
- Understanding the competition



## Idea Sprints

# How can we develop stronger business empathy?

- 1. What can we easily do right NOW?
- 2. What WOW ideas can we learn to do?
- 3. Which ideas do we have no idea HOW?





# Develop a Set of Rules & Questions

- 1. Financial Metrics
- 2. Organization
- 3. Customers
- 4. Industry & Marketplace Trends
- 5. Competition



## 3 Ways to Forge Business Acumen

- 1. Get closer to the customer experience (internally and externally).
- 2. Reach for assignments outside your role.
- 3. Read business publications.