	1. Education & Programming	Two very important aspects of a meeting are the processes of speaker and program selection and program execution. These courses will help you understand the process of speaker and program selection as a government meeting professional. Additionally, you will be exposed to tools commonly utilized in the government meeting profession to track education, evaluate instructors, and improve future events.	Domain G: Meeting or Event Design
		Diversity: Understand and appreciate racial, cultural, gender, sexual orientation and age differences in the selection of program content and speakers to better reflect and accommodate attendees.	Domain G: Meeting or Event Design
		Entertainment: Identify speakers and other entertainment options based on budget, audience, and goals.	Domain G: Meeting or Event Design
		Evaluations: Develop an evaluation plan based on event goals and objectives; Collect and analyze meeting data to measure event return on investment and organizational goals.	Domain A: Strategic Planning
		Marketing Your Event: Develop a marketing plan to meet goals and objectives; identify audience segments, key messages, appropriate distribution channels and formats.	Domain I: Marketing
		Planning Around Religious Holidays: To support diversity and inclusion efforts, meeting professionals are encouraged to review interfaith calendars to avoid scheduling events on religious holidays.	Domain A: Strategic Planning
		Setting Goals and Objectives: Develop event goals and objectives that align with organizational strategy; engage stakeholders to determine actions, time frames, and performance measurements needed to achieve goals.	Domain A: Strategic Planning
		Volunteers: Determine volunteer needs; Develop a job description, recruitment plan, onboarding and training process.	Domain E: Human Resources
	2. Ethics	Government employees, contractors and suppliers need to be aware of the boundaries, guidelines, and policies that apply to government meeting professionals. Applying ethical boundaries in decision-making is very important to protect the meeting professional and their agency or organization.	Domain A: Strategic Planning
		Code of Conduct: The Code of Conduct outlines specific guidelines that are required or prohibited when conducting government business.	Domain A: Strategic Planning, Domain H: Site Management
		Conflict of interest: Understanding situations in which favors are given or someone acts in their own self interest instead of the organization.	Domain A: Strategic Planning, Domain G: Meeting or Event Design
		Familiarization Trips: Hosted trips offered by destinations or suppliers to interest potential clients in their location. Ethics and protocol apply to both sides.	Domain H: Site Management
		Frequent Flier Miles and Hotel Rewards: The acceptable procedure for collecting miles, points and rewards.	Domain D: Financial Management

		Funding: The proper and ethical way to receive funding for meetings, conferences and events.	Domain D: Financial Management
		Procurement: The act of securing goods and services on behalf of a government agency, which may involve prohibited sources. *See also Financial and Contract Management*	Domain B: Project Management
		Relationships with a Prohibited Source: Identifying a person or an organization who is seeking official action, is doing business or seeking to do business with.	Domain D: Financial Management
		Spending Appropriated Funds: The method for funding programs with expenses that are reasonably related to the accomplishment the purposes of the event.	Domain D: Financial Management
		Special Events and Vendor Selection: Evaluating events and vendor's proposals that follow ethics and protocol relating to the event. *See also Protocol*	Domain A: Strategic Planning, Domain B: Project Management
		Washington Post Test: Would you want your event on the cover of the Washington Post?	Domain G: Meeting or Event Design
	3. Facilities and Services	Selecting the appropriate location for your government meeting is a multifaceted decision, which may require utilization of government owned facilities as a first option. Planning a meeting at a hotel or other non-government owned venues begins with the Request for Proposal (RFP), and through these courses, you will learn about the government RFP process and requirements, working with hotels, conference centers and convention and visitors bureaus, citywide events, and international meetings.	Domain H: Site Management
		Banquet Event Orders: A BEO is a type of contract between the planner and facility that lists the details of the events, expectations of what the facility will provide and agreed pricing; identify what information should be included on BEOs, understand the importance and accuracy of the BEOs.	Domain G: Meeting or Event Design
		Food and Beverage: Identify any food & beverage needs; learn the various requirements that encompass MI&E per diems, manage dietary restrictions and understand ADA requirements as it relates to food & beverage.	Domain G: Meeting or Event Design
		Sustainable Facilities and LEED Certified: Understand sustainable operations in facilities and learn the qualifications required for a facility to achieve LEED certification.	Domain H: Site Management, Domain A: Strategic Planning
		Green Meetings: Understand the impact of the meetings industry on the environment and how our decisions as meeting planners can alter the impact; learn how to incorporate green practices that will not only be better for the planet but can offer your attendees a better experience and possibly save money.	Domain A: Strategic Planning
		International Meetings: A meeting that includes a contingency of delegates traveling from outside of the U.S.	Domain G: Meeting or Event Design
		Impact of City-Wide Events: Identifying when there is a citywide convention in the same city of your meeting and how that impacts availability and budget.	Domain C: Risk Management

		RFPs: A request for proposal is a the first step in selecting a conference facility; learn how to write a RFP to receive the information you need to make the best site selection.		Domain A: Strategic Planning, Skill 1, Sub Skill 1.3
		Site Inspection: An investigative visit to a property, facility or area to determine if it is a good fit for the event.		Domain H: Site Management
		Site Selection: Evaluating information received through proposals and site inspections in order to select the best venue for the conference.		Domain H: Site Management
		Speakers and the Press: Understand the protocols of speaking to the press and identifying a designated spokesperson who can speak to the Press on behalf of the organization.		Domain G: Meeting or Event Design
		Universities, Conference Centers and Federal Facilities: Understand alternate venue options and determine the benefits and/or challenges of using a university, conference center or federal facility and what the impacts would be to the meeting objective.		Domain H: Site Management
		Working with Convention Services Managers: Understand the role of a CSM and establishing a relationship to ensure a successful event.		Domain H: Site Management
		Working with Convention and Visitors Bureaus: Understand how CVBs operate, what the mission of a CVB is and the resources that are available to meeting planners and attendees.		Domain H: Site Management
		Working with Destination Management Companies: Learn what a DMC offers and the benefit of using a DMC when your meeting is located in a different area.		Domain H: Site Management
		Exhibits: Identify if an exhibit component is right for your meeting and how it can benefit the conference financially; learn the logistics of working with exhibitors and establishing a vendor contract.		Domain D: Financial Management
	4. Financial & Contract Management	As a government meeting professional you will often be tasked with negotiating rates and improving the cost-effectiveness of government meetings. Education in procurement and contracting is essential to planning a successful event. These courses will outline the requirements for procurement in the government, contract language, sponsorships, and attrition.		Domain D: Financial Management
		Attrition: The difference between the actual number of sleeping rooms (or food/beverage) or revenue) realized and the number agreed to in the contract between he group and the facility		Domain D: Financial Management
		Cancellation. Provision in the contract which outlines damages to be paid to the non cancelling party if cancellation occurs.		Domain D: Financial Management
		Contracts: A written or spoken agreement, that is intended to be enforceable by law. Entering into a formal and legally binding agreement.		Domain D: Financial Management
		SAM.gov. The purpose of SAM.gov is to collect, maintain, and disseminate information on Federal procurement solicitations to the public. System information is used to administer and manage Federal buyer access, maintain interested vendor lists, and keep vendors informed of Federal solicitations of business interest.		Domain A: Strategic Planning, Domain B: Project Management, Domain I

		Force Majeure Clause: A clause in an agreement that excuses performance in the event that a FORCE MAJEURE makes the performance impracticable or impossible.	Domain D: Financial Management
		Fundraising: Seeking to generate financial support for your organization (event)	Domain D: Financial Management, Skill 7, Sub Skill 7.1
		Legal Terminology. Written language in the contract that make it binding if going thru court.	Domain D: Financial Management
		Negotiations: A discussion aimed at reaching an agreement.	Domain D: Financial Management
		No Cost Contracts: Is a formal agreement between a government entity and a vendor under which the government makes no monetary payment for the vendor's performance.	Domain D: Financial Management
		Penalties and Damages: A punishment imposed for breaking a law, rule, or contract	Domain C: Risk Management
		Prioritizing Needs vs. Wants: Is the act of creating a list of what you have to have for the meeting to be successful verse what you would like for concessions. Example must have a ballroom for 300 people and eight breakouts this is a NEED. I want concierge level for my VIPs, if you don't get your "want" your meeting still can happen	Domain A: Strategic Planning
		Procurement Processes: Finding and agreeing to terms, and acquiring goods, services or work from an external sources, via competitive bid process.	Domain G: Meeting or Event Design
		Purchase Orders: Written authorization for payment to be made.	Domain D: Financial Management
		System for Award Management (SAM): Is a Federal Government owned and operated free web site that consolidates the capabilities in Central Contractor Registration (CCR)/FedReg, Online Representations and Certifications Applications (ORCA) and the Excluded Parties List System (EPLS).	Domain A: Strategic Planning, Domain I: Marketing
		Secondary Contracts: Means a contract awarded to the Transferee Admission Body by the Transferor Scheme Employer in substitution for or in immediate succession to a contract in respect of which this Agreement was entered into or its term extended.	Domain G: Meeting or Event Design
		Sponsors: An individual or organization that pays some of all of the costs involved with an event in return for being advertised.	Domain D: Financial Management
	5. Logistics	While just about anything can be included in meeting logistics, the following courses will help you understand the industry standards in meeting logistics including transportation, room setup, insurance requirements, and security.	Domain G: Meeting or Event Design
		Back of the House Tours: any activity where someone goes through a place in order to see if things are in compliance with expectations and are in the proper condition for the proposed event	Domain H: Site Management

		CVBs: any activity where someone goes through a place in order to see if things are in compliance with expectations and are in the proper condition for the proposed event		Domain H: Site Management
		Disaster Preparedness, Risk Management Plan, Meeting Safety: any activity where someone goes through a place in order to see if things are in compliance with expectations and are in the proper condition for the proposed event		Domain C: Risk Management
		Effective Room Setups: Designing the best table and chair arrangement in a meeting room to support the best facilitation of the program		Domain G: Meeting or Event Design
		Insurance: understanding what protections are needed at your event that will prevent potential loss		Domain C: Risk Management
		Security: Best practices. What to ask the venue about security. Resources for finding Security personnel, if needed. Establishing the need for security beyond what the venue provides.		Domain C: Risk Management
		Music Licensing: Understanding the different types of music licensing. Understanding when music licensing is required. Resources to help determine the need and to facilitate the process.		Domain G: Meeting or Event Design
		Post-Con Meeting: A meeting after the event to review both positive and negative issues that transpired. What feedback is helpful for future events?		Domain A: Strategic Planning
		Pre-Con Meeting: A meeting prior to the event to review every aspect of the event, including security and risk management. Understanding who should be there and important questions to ask.		Domain A: Strategic Planning, Skill 3
		Shipping: Methods of shipping materials to the event city. Resources. Hotel charges in regards to shipping and storage.		Domain H: Site Management
		Transportation: Airport to hotel ground transportation options. Group transport to off-site excursions. Resources.		Domain G: Meeting or Event Design
		Unions: Understanding the issues when working in venues with union contracts		Doman H: Site Management
	6. Personal and Professional Development	Professional development involves improving yourself through learning and training to advance your career. Personal development encompasses working on any area that benefits an individual's personal growth. Professional development not only improves an employee's skill set and knowledge but also benefits the company by recognizing and potentially rewarding their success. Improving personal well-being can indirectly enhance career prospects and help individuals perform their roles at a higher standard. Both contribute to a fulfilling and successful life.		Domain E: Human Resources
		Identifying Team and Individual Skills: Teamwork involves a set of tasks and activities performed by individuals who collaborate with each other to achieve a common objective. That objective can be creating a product, delivering a service, writing a report, or making a decision. Teamwork differs from individual work in that it involves shared responsibility for a final outcome.		Domain E: Human Resources

		Listening Skills: Effective listening skills are the ability to actively understand information provided by the speaker, and display interest in the topic discussed. It can also include providing the speaker with feedback, such as the asking of pertinent questions; so the speaker knows the message is being understood. There are four types of listening: Appreciative listening, Critical listening, relationship listening and discriminative listening.		Domain G: Meeting Management or Event Design
		Mentorship: The aim should always be to enable the mentee to develop their own skills, strategies and capability so that they are enabled to tackle the next hurdle more effectively with or without the mentor's presence.		Domain E: Human Resources
		Motivation: Motivational theory is tasked with discovering what drives individuals to work towards a goal or outcome. Most motivational theories differentiate between intrinsic and extrinsic factors: the former are concerned with an individual's interest, enjoyment and willingness to partake in an activity.		Domain E: Human Resources
		Personal Development: Personal development covers activities that improve awareness and identity, develop talents and potential, build human capital and facilitate employability, enhance the quality of life and contribute to the realization of dreams and aspirations. Professional development refers to the continued training and education of an individual with regard to his or her career. The goal of professional development is to keep you up to date on current trends as well as help you develop new skills for the purpose of advancement in the field. Some professions actually require professional development in order to renew certification or licensure and ensure employees are up to standard. However, you can typically pursue professional development on your own through programs offered by educational institutions, professional organizations, or even your own employer.		Domain E: Human Resources
		Professional Development: Professional development is learning to earn or maintain professional credentials such as academic degrees to formal coursework, attending conferences, and informal learning opportunities situated in practice. It has been described as intensive and collaborative, ideally incorporating an evaluative stage. Professional development helps employees continue to not only be competent in their profession, but also excel in it. It should be an ongoing process that continues throughout an individual's career. Actively pursuing professional development ensures that knowledge and skills stay relevant and up to date."		Domain E: Human Resources
		Relationship Building: Building relationships is about your ability to identify and initiate working relationships and to develop and maintain them in a way that is of mutual benefit to both yourself and the other party.		Domain F: Stakeholder Management

		Supervision: The purpose of the supervision process is to provide a safe, supportive opportunity for individuals to engage in critical reflection in order to raise issues, explore problems, and discover new ways of handling both the situation and oneself. There are three types of supervision: administrative, clinical (also called educational supervision) and supportive supervision.	Domain E: Human Resources
	7. Protocol	Protocol is a set of guidelines for social behavior, a framework for how to interact and communicate…in government, protocol initiates the wheels of diplomacy, laying out a road map for every exchange, big or small. It is an internationally recognized system of courtesy and respect. The goal is to create a distraction-free environment to concentrate on the business at	Domain A: Strategic Planning
		Good preparation and doing the right thing is a critical element in event planning. Knowing how to position the American flag as well as who is introduced to whom, gifts, etc. are critical.	Domain A: Strategic Planning
		Diplomatic and Corporate Gifts: Weather diplomatic, federal, state or corporate, exchanged gifts all have a protocol to be followed.	Domain A: Strategic Planning
		Familiarization Trips: Hosted trips offered by destinations or suppliers to interest potential clients in their location. *Ethics and protocol apply to both sides*.	Domain H: Site Management
		Flag protocol and Use of Corporate Logos: Applying proper protocol for displaying the American flag as well as state, foreign and corporate flags. When you can use or should not use a companies logo.	Domain G: Meeting or Event Design, Domain H: Site Management
		Guest Programs (Spouse, Children): The correct applications when offering guest programs.	Domain G: Meeting or Event Design
		Manners / Etiquette – *only one program under* this topic per year. Good manners and etiquette are the rules for talking, acting and conducting business.	Domain E: Human Resources
		Precedence, VIPs and Seating (Government, military, civic leaders, celebrities, international): Understanding and applying the priority in importance, order, or rank to introductions and seating.	Domain G: Meeting or Event Design
		Special Events and Vendor Selection: Evaluating events and vendor's proposals that follow ethics and protocol relating to the event. *See also Ethics*	Domain A: Strategic Planning, Domain B: Project Management
		Working with the Military: Understanding the Code of Conduct as it relates to working with military groups.	Domain E: Human Resources
	8. Technology	As government meetings strive to be "green" and technology improves, you will need to know when and how you can utilize technology. Technology is an integral part of any event, and keeping up with the advances in event technology can be challenging. These courses will familiarize you with the current technologies in registration software, internet access and controls, social media marketing, and web applications.	Domain G: Meeting or Event Design

		AV For Meetings: Standard AV equipment used for meetings.	Domain G: Meeting or Event Design
		Classified Meetings: Understand all requirements for hosting classified meetings, understand limited access to classified material, identify policies regarding audio, video or photographic recording devices or cellular telephones during meeting.	Domain H: Site Management
		Cloud Technology: Sharing of information and applications across the internet without the restriction of their location.	Domain I: Marketing
		Online RFPs: Steps in creating an online RFP, advantages and disadvantages, requirements for using SAM.gov, etc.	Domain I: Marketing
		Event Software: Value of online software, demonstration of software, costs of software, examples of online software.	Domain G: Meeting or Event Design
		Internet: Using the internet in event planning - registration, room blocks, procurement, budgeting, etc.	Domain G: Meeting or Event Design
		Lighting: Types of lighting, costs, benefits.	Domain G: Meeting or Event Design
		Microsoft Excel: Using Microsoft Excel in event planning, demonstrating its uses and value.	Domain G: Meeting or Event Design
		Microsoft PowerPoint: Using Microsoft Power Point for event presentations, demonstrations, etc.	Domain G: Meeting or Event Design
		Mobile Apps: Use of Mobile Apps for conference information, evaluations, event schedule, etc.	Domain G: Meeting or Event Design
		Registration Software: Pros and cons of registration software, information gathering costs, technical support from vendors.	Domain D: Financial Management
		Social Media (including web 2.0): Using social media to connect with members, promote membership and events. Web 2.0 allows people to collaborate and share information online via social media, blogging and Web-based communities.	Domain I: Marketing
		Security: Security for classified and other information, protection against phishing and hacking, types of security software.	Domain G: Meeting or Event Design
		Skype, Lync, etc.: Advantages of connecting via computer for people offsite.	Domain G: Meeting or Event Design
		Videoconferencing / Virtual Meetings: Ability to bring people together without costs of travel. Consider equipment and connection costs and no ability to network face-to-face.	Domain G: Meeting or Event Design
		Webcasting: Using one-way transmission of information with no interaction between speaker and audience.	Domain G: Meeting or Event Design
		Webinars: Online educational sessions with interaction between speaker and audience.	Domain G: Meeting or Event Design

		Website ADA Compliance: Discuss options, requirements and Section 508.		Domain I: Marketing
		Working Fed Biz Ops, FedRooms, Cvent, etc.: Using online tools for RFPs, site selections, conference registration, etc.		Domain I: Marketing
	9. Travel: Federal, State, and Local	There are many rules and regulations that govern official government travel. Government planners must keep up with current per diem rates, new Congressional rules about government travel, and streamlining the government meeting in terms of travel costs.		Domain A: Strategic Planning, Domain D: Financial Management
		Actual Expenses: Understand approval of actual expenses for lodging and meals under certain circumstances.		Domain D-Financial Management
		City Pairs: Explore requirements for city pairs, who must use city pairs, advantages of program, etc.		Domain D: Financial Management
		Fed Rooms: Use FedRooms.com to find ADA and FEMA-approved properties at per diem with flexible cancellation policies.		Domain D: Financial Management
		Government Travel Credit Cards: Mandatory use of government travel credit card, uses of travel card while traveling, benefits of credit card, etc.		Domain A: Strategic Planning, Domain D: Financial Management
		Invitational Travel: When is invitational used and what is traveler entitled to.		Domain G: Meeting or Event Design
		Lodging: GSA Lodging rates, actual expenses for lodging, receipt requirement, etc.		Domain D: Financial Management
		Lodging Taxes: When is government traveler exempt from lodging taxes.		Domain D: Financial Management
		Meals: Meal allowances when traveling, receipts policy.		Domain D: Financial Management
		Miscellaneous Expenses vs. Incidental Expenses: Differences between miscellaneous and incidental expenses.		Domain D: Financial Management
		Per Diem rates: Where to find the per diem rates, seasonal rates, what is included in the per diem rate, etc. Reduced per diem rate.		Domain D: Financial Management
		Temporary Duty Assignment (TDY): Allowances for traveler on temporary duty - lodging, meals, incidental expenses.		Domain D: Financial Management
		Transportation: Modes of approved transportation when on Temporary Duty Assignment. Rules for use of Privately Owned Vehicle.		Domain D: Financial Management
	10. Diversity, Equity, Inclusion & Belonging	Diversity, Equity, Inclusion, and Belonging (DEIB) are concepts that collectively contribute to enhancing morale, engagement, productivity, success, and innovation within the workplace		Domain G: Meeting & Event Design

		Diversity: Refers to the variety of individual differences among people in an organization. These differences can include aspects such as race, ethnicity, gender, age, sexual orientation, disability, socioeconomic background, and more. Embracing diversity means recognizing and valuing these unique perspectives and identities.		Domain G: Meeting & Event Design
		Equity: Focuses on fairness and justice. It involves ensuring that everyone has equal access to opportunities, resources, and support. Equity acknowledges that different individuals may require different levels of assistance to achieve the same outcomes. It aims to eliminate systemic barriers and promote equal outcomes for all.		Domain G: Meeting & Event Design
		Inclusion: Inclusion is about creating an environment where everyone feels respected, valued, and included. It goes beyond mere representation and actively involves individuals in decision-making processes. Inclusive workplaces foster a sense of belonging, where diverse perspectives are not only accepted but also celebrated.		Domain G: Meeting & Event Design
		Belonging: Belonging refers to the feeling of being accepted, supported, and part of a community. It's about creating a sense of connection and shared purpose. When employees feel they belong, they are more likely to contribute their best work and collaborate effectively.		Domain G: Meeting & Event Design
		Americans with Disabilities Act (ADA). The ADA is a federal civil rights law that prohibits discrimination against people with disabilities in everyday activities. Just like other civil rights laws address discrimination based on race, color, sex, national origin, age, and religion, the ADA ensures that people with disabilities have equal opportunities in various aspects of life. The ADA protects individuals with disabilities, whether their impairments are visible or not. It ensures equal access to employment, goods and services, and participation in government programs.		Domain G: Meeting & Event Design
	11. Business Management	Business management is the practice of overseeing and coordinating various activities within an organization to achieve goals efficiently. To be a good business manager, you need a combination of skills, competencies, and qualities.		Domain A: Strategic Planning
		Work Ethic: Demonstrate a strong work ethic by working hard and performing at your best. Set an example for employees, encouraging positive work habits.		Domain B: Project Management
		Goal-Oriented: Set achievable goals and create strategies to meet them. Use SMART goals (specific, measurable, actionable, relevant, and time-based) to drive effective strategies. Break down long-term projects into smaller steps to maintain motivation.		Domain B: Project Management
		Industry Knowledge: Understand your company and its position in the industry. Stay active in networking channels and continue learning through education and workshops. Set an example for employees to stay knowledgeable throughout their careers.		Domain A: Strategic Planning
		Positive and Inspirational: Strive to be a strong leader who encourages teamwork. Empower your team by ensuring each member feels valued. Solicit input and engage the team throughout project processes.		Domain B: Project Management

		Communication Skills: Clear and concise communication is crucial. Managers must convey expectations effectively and actively listen to feedback and concerns. Choose words carefully to avoid confusion or misunderstandings.	Domain A: Strategic Planning
	12. Leadership	An effective business leader embodies several key qualities that enable them to guide their organization toward success. Leadership is not just about authority; it's about inspiring others, fostering collaboration, and achieving collective success. It includes self-confidence, leading by example, a positive attitude, and avoiding micromanagement, among other elements.	Domain A: Strategic Planning
		Self-Awareness: Effective leaders understand themselves well. They recognize their strengths and weaknesses, which enables them to lead authentically and adapt to various situations.	Domain A: Strategic Planning
		Respect: Treating others with respect is fundamental. It fosters trust, reduces conflict, and contributes to a positive work environment. Valuing diverse perspectives and creating a culture of respect are crucial aspects of leadership	Domain A: Strategic Planning
		Compassion: Compassionate leaders actively listen and take meaningful action based on what they learn. Their empathy translates into trust-building, collaboration, and reduced turnover within organizations	Domain A: Strategic Planning
		Vision: A clear vision inspires and aligns the team. Effective leaders communicate this vision, motivating everyone to work toward common goals	Domain A: Strategic Planning
		Communication: Strong communication skills are vital. Leaders articulate their ideas, actively listen, and ensure clarity in messages. Open and transparent communication builds strong relationships	Domain A: Strategic Planning
		Learning Agility: Leaders who continuously learn and adapt stay relevant. They embrace change, seek feedback, and evolve their skills	Domain A: Strategic Planning
		Collaboration: Encouraging teamwork and collaboration is essential. Effective leaders foster an environment where diverse talents come together to achieve shared objectives	Domain A: Strategic Planning
		Influence: Leaders flex their influence to drive positive outcomes. They inspire, persuade, and guide others toward success	Domain A: Strategic Planning
		Integrity: Trust is built on integrity. Leaders uphold ethical standards, act consistently, and demonstrate honesty in their actions	Domain A: Strategic Planning
		Courage: Making tough decisions requires courage. Effective leaders face challenges head-on, take calculated risks, and stand by their convictions	Domain A: Strategic Planning
		Gratitude: Recognizing and appreciating team members' efforts boosts morale. Expressing gratitude fosters a positive atmosphere and reinforces a sense of belonging.	Domain A: Strategic Planning
		Resilience: Leaders bounce back from setbacks. Their resilience encourages perseverance and motivates the team during difficult times	Domain A: Strategic Planning