# OPERATIONAL LEADERS PROGRAM

Service delivery - week 4, day 2



#### Applying the principles - example 1

Formal

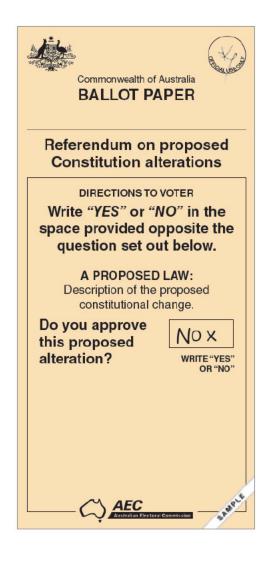


Informal



#### Applying the principles - example 1





This ballot paper is formal, even though there are multiple marks the intention of the voter is clear that they disapprove.

