

RE: [REDACTED]

# BEN

Ben works in the IT department and has trouble using the printer and scanner in the office. He's also having trouble hosting online meetings and hasn't had a lot of experience dealing with all the new software.


He's also in-charge of looking after the new interns but hasn't had the time or patience to deal with them as he's busy trying to fix the basics. Some of the interns have quit.

EXIT

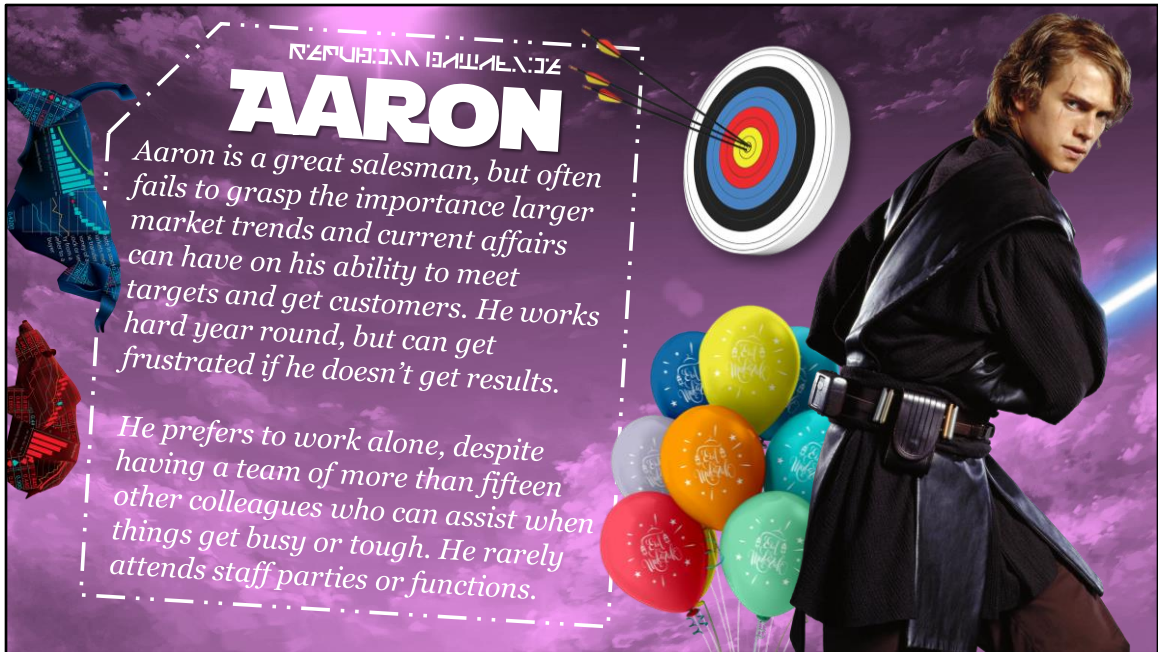
- Mentoring
- Technology

**PENNY**

*Penny has just been promoted to marketing manager. This means she has lots of meetings to attend with clients and colleagues, as well as presentations and speeches to give.*

 *She's confident with her writing, but gets nervous when on-stage and in front of a microphone. When speaking with clients in meetings or negotiations, she often avoids eye-contact and doesn't like to raise her voice.*

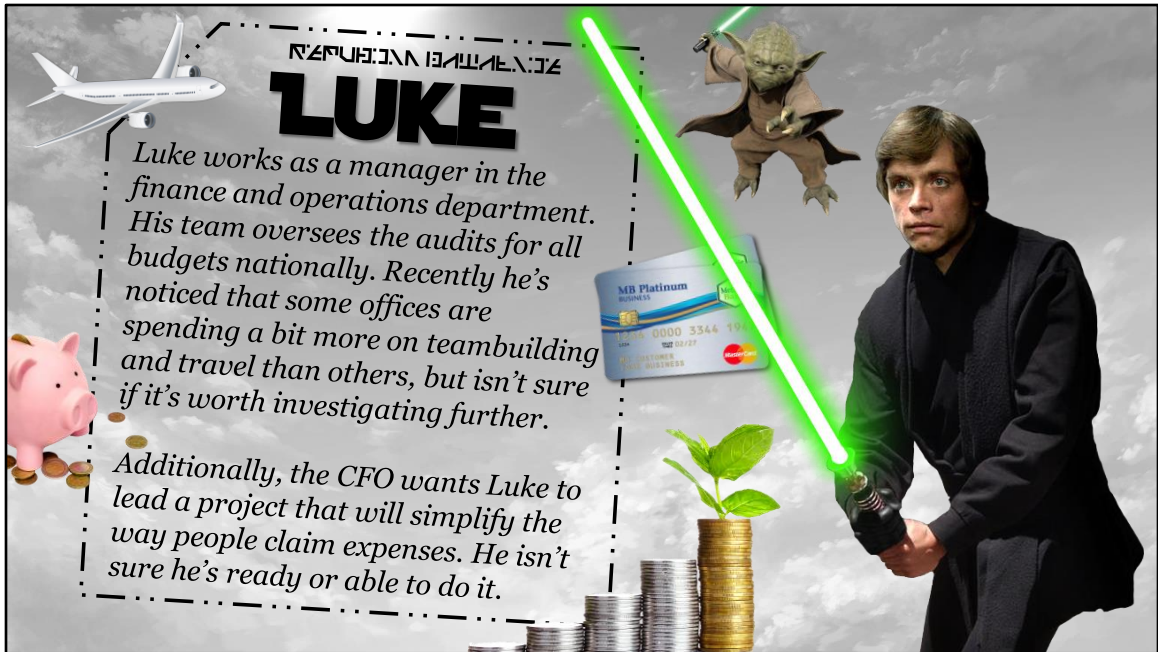
- Presentation and Speaking Skills
- Problem Solving and Negotiation



- Analytical Skills
- Teamwork



- Communication & Customer Service
- Risk Management



- Fiscal Management
- Project Management





REPUBLICAN LEIA

# LEIA

*Leia has been the CEO of the company for the last eight months. In that time she's learned many of the basics, but has a bad habit of trying to do everything herself or even worse, micromanaging others.*

*Since several key people have retired, she also needs to promote others to fill the vacant positions and plan out the company's expansion into Europe. She feels quite stressed about everything.*

- Leadership and Delegating
- Planning and Organisation