
Head Teachers Leadership Academy | Scenarios

Olivetti Edna

Fifteen months ago you were promoted to a post which came with dedicated personal assistant support in the person of 'Olivetti' Edna, largely because Edna had successfully resisted integration into a business support role. Edna is now the longest serving member of staff and the only remaining member of a legacy staff grouping who had been offered early retirement. A year ago Edna indicated she was considering retiring to look after an elderly aunt but three months later her aunt was in a care home and Edna remained in post.

Your relationship with Edna is strained. She only removed a knock and wait sign from her door when ordered to do so. Her office, retained in defiance of an office restructure, has 40+ years of resources, many now obsolete ("my memories") and is an untidy mess. She has a love of Lees' macaroon bars... Her saving grace has been her word processing skills and attention to detail. But in the last few weeks errors have been creeping in. An important all staff email was sent out dated 1922. A strongly worded letter with the line: "Needless to say I am most concerned" was heard as "not concerned" on the Dictaphone...

Possible fun role-play ahead of wider discussion of values-based change management and the human element.

