

THE FACE OF THE COMPANY

WHAT SHE LOOKS LIKE

VISIBILITY

MESSAGE

IDENTITY

STRATEGY

RELATIONSHIPS

HOW SHE THINKS

LISTENING

WHAT SHE CARES ABOUT

She's at the forefront of the community. She builds and nurtures relationships with people who can move the needle for her company.

TOOLS

HOW SHE COMMUNICATES

WHAT SHE'S FOCUSED ON

EYES ON THE PRIZE

She engages in a web of activities and measures success differently. She's looking at the outcome but does not try to tie every action to numbers and impressions.

VISION-ORIENTED

She's talking with people, not to people. She's educating, not broadcasting. Her message is not about product features, it's about the vision behind them.

Creative confidence is her strongest asset. She's crafty and resourceful. She prototypes rapid experiments, iterates in public and creates change through continuous experimentation.

FLEXIBLE THINKER

She makes her own luck. She plans well but is agile enough to respond to serendipitous opportunities. She can rapidly react and innovate in changing circumstances.

OPEN EARS

She listens to real people and data. She uses real-time analytics to gain actionable insights and constantly asks different questions of her data, using the answers to evolve her strategy.

PEOPLE AT HEART

She builds strong relationships with customers and seeks to develop empathy and a deep understanding of their needs in order to provide real

IDEAS WITH LEGS

She has a good understanding o technology; hov different tools work together and the offer to execute her creative ideas.



