

# Anonymized Internal Communications: Sales Reps & Managers (2016 S

[Email] — From: Sales Rep #237 → To: Branch Manager

Subject: Struggling to Hit Targets

Hi [Manager],

I've been working double shifts but still falling short on new account numbers. A lot of customers are skeptical, and I don't t

- Rep 237

[Reply] — From: Branch Manager → To: Sales Rep #237

Subject: Re: Struggling to Hit Targets

Appreciate your effort, but we have no room to fall behind. Everyone's expected to hit target. If you need talking points or p

- [Manager]

[Chat Transcript]

Rep #118: These goals are insane. 30 accounts in a week? I'm getting grilled in every morning stand-up.

Rep #204: I got flagged for not 'showing hustle'. I just don't want to lie to customers.

Rep #118: Same. I started shadowing Kyle—he's been opening dummy accounts just to keep his numbers up.

[Email] — From: Sales Rep #298 → To: Regional Manager

Subject: Ethics Concern

Hi [Regional Manager],

I wanted to raise a concern about practices I'm seeing in our branch. Some reps are opening accounts without clear custom

- Rep 298

[Reply] — From: Regional Manager → To: Sales Rep #298

Subject: Re: Ethics Concern

Noted. Please raise this through the official ethics hotline. Be advised that unsupported claims may affect your performanc

- [Regional Manager]

[Slack Log]

Sales Lead: Friendly reminder that we're behind this month. Let's show extra 'creativity' in how we frame account benefits.

Rep #151: Are we still supposed to ask for consent before bundling services?

Sales Lead: Use your judgment.

[Email] — From: Branch Manager → To: Sales Team

Subject: Urgent — Q4 Bonus at Risk

Team,

We are currently 14% behind our regional benchmark. Missing this goal impacts our bonus pool. Get creative. Every accou

- Branch Manager

[Private Message]

Rep #112: I feel sick about what's happening here. No one's saying it, but we're all pretending it's fine. It's not.

Rep #135: I'm with you. I'm documenting everything. Just in case.