

CPSSMUN XI



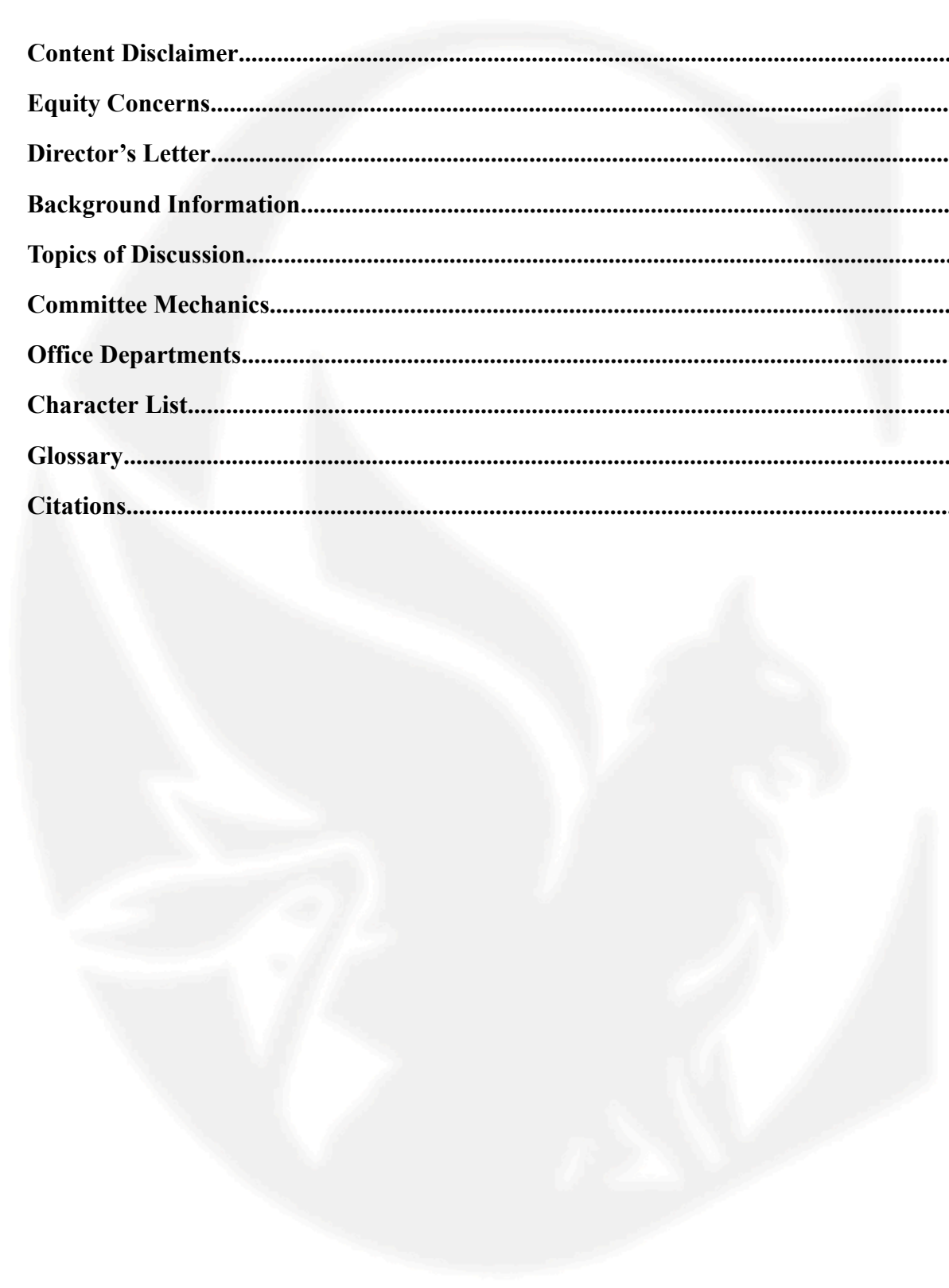
THE OFFICE:

Somehow We Manage

Sangeth Kumar & Raghav Sharma

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CONTENT DISCLAIMER

We would like to preface that this Office committee delves into various important topics such as corporate mergers and workplace expectations. Due diligence and how general office workplaces operate are also covered. We expect delegates to vary expectations when participating in this committee and do their due diligence accordingly to ensure this committee operates smoothly.

This background guide is an imaginative creation solely for use in storytelling and entertainment. The characters, events, and situations described in it are wholly imaginary and bear no resemblance to any person or company that exists, or has ever existed, or to any actual event that has ever occurred anywhere. Any harassment or discrimination about somebody else's character will not be tolerated. While the story might refer to jokes or humor, it is lighthearted and not intended to be interpreted unfavorably and it in no way condones or supports hurtful actions. The thief of office supplies should not be ostracized or treated differently. The committee is not to decide what punishment will be decided. That is for the crisis team to decide. This background guide shall serve to provide a fictional narrative within a corporate and financial context. Any resemblance to actual events or individuals is purely coincidental. This background guide may never be used as advice or acted upon as counsel on actual corporate or financial matters.

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DIRECTOR'S LETTER

Dear Delegates,

Welcome to The Office Committee! A committee filled with many twists and turns, unexpected plot twists, and a whole lot of fun. As your directors, we have had a great time putting this entire committee together and having the opportunity to create a committee that draws inspiration from a show that to this day remains a fan-favorite sitcom. As delegates of this committee, you will be tasked with tackling various crises and utilizing your utmost abilities to work together with the people you are surrounded by to ensure the future of Dunder Mifflin Paper Company and take the places of characters that are favorites and work amongst yourselves to ensure the company's future.

Throughout this committee, you and your fellow delegates (disguised as Dunder Mifflin employees) will have to work together and develop strategies to tackle and crack various crises that have been brought forth in this background guide while keeping the mind the best interests of Dunder Mifflin at heart to ensure it exists in this fast and ever developing world where you either do or die. You will have to rely on your strategic thinking and any experience you have gained from how an office workplace operates as well as your collaboration skills, debating, negotiating, and delegating ability to succeed.

To prepare for this committee, we recommend that you become familiar with and accustomed to the following material: it is not required but will be useful if you desire to go more in-depth with the committee.

1. Watch episodes of "The Office," since the TV show reveals numerous happenings and themes occurring in each episode.
2. Have some sort of prior knowledge of how a workplace operates, such as code of conduct, mission statement, etc.

We will all work together to make this conference memorable and this committee one of the best you have ever attended. Our staff includes our co-directors Sangeth Kumar and Raghav Sharma, as well as our moderators Sahib Mangat and Navya Mehta, our Crisis

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Analysts Shreeya Patel, Sanil Manandhar, and Diya Patel, our Typists Akhil Ganti and Chitleen Kaur and our pages, Arnav Mehra, Parmeet Abbat, Trisha Ghelani, Riddhi Patel and Harshini Shanmugavel.

This background guide has all the resources you will need to ensure your success as a delegate in our committee. The Office has presented its employees in all branches (Scranton Branch and Stamford Branch) with the idea of figuring out a way to keep Dunder Mifflin Paper Company from the trenches of ceasing to exist. To ensure individual success as a delegate, you must study your character descriptions and adhere to and take into consideration each character's traits, pros, cons, behavior, etc to thrive in this committee.

It is up to you as delegates to take it upon yourselves to make the most of the situation that you find yourselves in and have trust in you and the people you are surrounded by to make a meaningful impact. Remember that any decision you make will have drastic implications later on in the committee so be wise with what course of action you are about to take.

We look forward to seeing you at the conference and best of luck!

Sincerely,

Sangeth Kumar (He/Him) and Raghav Sharma(He/Him)

Directors of The Office Committee

BACKGROUND INFORMATION

Welcome to Dunder Mifflin: The Office Committee! In what seems like an overhaul in this hyperdynamic world, the Dunder Mifflin Paper Company has been propelled into a set of events that is threatening its very existence as a growing organization in this corporation. Within the company are two different branches, each possessing a completely different work system.

This crisis committee convenes amid increasing tensions between two rival branches. These branches have starkly contrasting modes of operation; Scranton Branch and Stamford Branch. On one end there is the Scranton Branch located in Scranton, Pennsylvania. This branch is led by the lackadaisical yet charming Michael Scott, who argues for unconventional and relaxed diplomacy and prefers snap decisions rather than logical ones. On the other hand is the Stamford branch, situated in Stamford, Connecticut under the leadership of the methodical Jim Halpert. He argues for a more conventional and planned approach when dealing with crises and decision-making.

These contrasting philosophies clash and set the scene for a high-stakes, action-packed, and hotly contested debate that will be held within the walls of Dunder Mifflin. With everything on the line, delegates will face a barrage of scenarios designed to test their wit, creativity, and ability to think on their feet. Only one thing is sure: anything can happen in the world of Dunder Mifflin.

TOPICS OF DISCUSSION

TOPIC #1: THE CASE OF THE MISSING OFFICE SUPPLIES

An inventory mistake at Dunder Mifflin creates quite a huge problem in the office's daily activities as some necessary office supplies go missing; without them, there is no existence here. There is, however, surveillance footage of an employee stealing a fellow employee's personal belongings and storing them in the office vending machine. While this record is not the most visually clear, there are hints left by the person responsible with some bobbleheads and glasses being placed across the office. That being said, Delegates must quickly come up with a plan for finding these missing items while they try to stop more chaos from happening, find out who did it in the first place and bring that person to justice. Knowing that the longer this takes, the less efficient this employee becomes and the branch has to suffer, as the personnel responsible may continue to steal office supplies from other employees in the office making it crucial this matter is dealt with quickly. The Scranton Branch proposes holding a company-wide scavenger hunt, while the Stamford Branch favors a systematic audit of what was already on inventory books. Regardless of what approach delegates take, they have to be wary that time is of the essence and that the sooner that they can recover the missing supplies, the sooner they can work together towards generating revenues for their branch.

GUIDING QUESTIONS:

- How can both these branches come together and find the missing supplies to restore order?
- What kind of measures will be adopted to avoid such supply shortages in the future?
- How are the needs and priorities of different departments –like Sales, Accounting, Quality, etc– impacting the search for the missing supplies?
- Who may be behind the missing office supplies?

TOPIC #2: THE CORPORATE MERGER

It is rumored that some big corporate mergers are impending between Dunder Mifflin and other rival paper companies. A possible merger of this kind will have huge implications for all parties concerned and it solely lies in the hands of delegates to make decisions on how to handle this upcoming event. As the news spreads an unwavering feeling of limbo sets in about whether employees will live to work another day or be left behind in this unexpected turn of events within the bigger corporate world. This therefore all depends on your imagination regarding what course of action you take as an employee to come out of this merger unscathed. Any impending merger, should it come to fruition, has the makings to displace several long-standing employees in the search for employment, lay-offs, a shutdown of their department, or worse...transfer to a rival branch. Hence delegates must think on their feet and devise a worthwhile solution to save their futures within the company.

GUIDING QUESTIONS:

- How might the office use its particular strengths to its advantage in the merger?
- What might the office be willing to give up if they could gain security?
- How do personal relationships and office rivalries impact the office's negotiations with the corporate executives?

TOPIC #3: THE OFFICE OLYMPICS

Amidst these trying times, Michael Scott attempts to boost office morale by organizing the first ever Dunder Mifflin Office Olympics, with silly sporting activities inspired by the real-world Olympics that are to be performed by employees with winners being presented with homemade trophies to one another. However, once the sense of competition turns sour among them, it could be a chaotic situation where they may even fight each other, before destroying everything harmonious about the place in a free-for-all.

But is this the most optimal use of time? Especially when every second counts in generating revenue that ensures the survival of Dunder Mifflin. The Stamford branch believes so, as they are strongly against wasting the company's resources and using their collective manpower to produce profits and stop the threat of a possible merger. Instead, they propose that the company's resources be utilized towards maximizing profits and revenue, and advocate for an employee morale program that is less destructive as well.

This whole ordeal is met with many contrasting views, with the Scranton branch in favor of a total free-for-all, and employees of the Stamford branch advocating for a less intrusive way of improving office morale via less destructive alternatives. Delegates should aim to work collectively to restore peace within the office, and so in as efficient a manner as possible, to not put the office in jeopardy of collapse. Unity and harmony must be achieved in this place through a series of exercises such as trust falls, as proposed by the Scranton Branch, or mediation and conflict resolution training, as indicated by the Stamford branch.

GUIDING QUESTIONS

- What sort of dynamic will each branch play in their views regarding prioritizing employee morale or overall branch performance?
- What kind of role should management take in mediating disputes and resolving conflicts promptly and effectively?
- Are there any possible alternatives to improving office morale that are less destructive or time-consuming
- What are the lessons learned from the Office Olympics to apply to the office

dynamics going forward at both branches?



COMMITTEE MECHANICS

1. RESOURCE MANAGEMENT:

- Both the Scranton Branch and Stamford Branch have a set budget and resources they can utilize for various actions (e.g., PR campaigns, investigations, and security measures). These resources are shared among team members and require majority approval (more than half) for expenditure.
- Budgets: \$100,000 per branch
- PR Campaigns: 2 per branch
- Investigation Teams: 1 per branch
- Security Measures: 2 per branch
- Resource Allocation: Each branch must allocate its resources wisely and be wary as to how they do so, balancing between offensive and defensive actions which both have their consequences should they be pursued and executed, and ensuring they have enough to handle unexpected crises throughout the committee sessions.

2. POPULARITY SCALE

- **Public Perception:** The popularity of each branch is tracked on a scale from 1 to 10. The scale begins at 5 for both branches. Popularity can be influenced by actions taken by the teams, media responses, and public statements.
- **Popularity Effects:** Higher popularity can lead to increased support amongst corporations and additional resources be granted to them, while lower popularity can result in decreased morale and potential sabotage from disgruntled employees who may leave or join a rival branch
- **Public Relations:** Teams can embark on PR campaigns to boost their popularity. Successful campaigns will tip the scale for the team while unsuccessful campaigns will backfire against it. This can be done during an unmoderated caucus. Branches can select specific employees to bring to social media to enhance their image and hence their popularity.
- **Special Committees and Special Teams:** Special teams may sometimes be formed for certain crises with certain teams consisting of members from both

branches. These special teams address particular aspects of the crisis and shall, through moderated caucus, present to the rest their findings and recommendations by way of motions to present public directives/working papers.

- **Special teams Goals:** Each task force has a well-defined goal and there is limited time available for this mission to be completed. The entire outcome of the crisis could be radically changed by success and failure.



OFFICE DEPARTMENTS

Below you will find the departments that make up the office workplace across both branches and their significance towards the committee:

SALES: As a sales representative you are tasked with signing clients and convincing them to purchase products and services that are provided by the company. You are also tasked with maintaining any pre-existing clients by giving them favorable deals on products that generate profits for your respective branch. This is important as you have the role of actually generating revenue through how many clients you can get on board: the more clients you sign, the more profits your branch will make.

ACCOUNTING: As an accountant, you are required to go over the finances that make up your branch. This can come through audits that overview a branch's performance, or quarterly reports that your respective branch produces. You have the important role of making sure all financial activity at your branch is reasonable and has the best interests of the company from a financial point of view. This is important as any outlier in your branch's accounts may have varying implications for your branch and its operations in a crisis going forward.

HUMAN RESOURCES: As an HR representative you are required to report all activity that happens at your branch to Corporate. This includes new hires, dismissals, reports, and overall branch performance. You are also tasked with training new hires and new employees with their new roles to ensure they hit the ground running in the workplace. You are also tasked with the role of mediating any possible conflicts or crises and doing so in a manner that benefits your branch going forward. This is important so that you can keep peace and harmony within your branch and make sure employee satisfaction is up to par.

QUALITY ASSURANCE: As a quality assurance representative you have the very important job of quality testing all Dunder Mifflin products to make sure there are no defects and are up to company standards. You are tasked with reviewing products thoroughly and making sure it

is ready to be sold to customers and clients. This is particularly important as any errors in doing so may have a major compromise in the way the company conducts business and generates revenue.

CUSTOMER RELATIONS: As a customer relations rep, you are tasked with interacting with clients and Dunder Mifflin customers in a friendly manner that invites them to give more of their business to the company. You are also tasked with compiling employee feedback based on inputs given by an employee's clients and reporting them to your regional manager. This is important as it impacts how many customers/clients want to buy from the company, impacting revenue and profit.

SUPPLIER RELATIONS: As a supplier relations representative, you are tasked with ensuring suppliers produce the products that Dunder Mifflin sells to maintain a consistent source of product from which the company can generate revenue. This also requires you to have the best interest of both the supplier and the company at heart when negotiating new supplier deals with the supplier. This is important to prevent the opportunity for there to be a shortage of supply as that can have major implications for exactly how many products Dunder Mifflin and your branch can sell.

CHARACTER LIST

1. Michael Scott

- ❖ Charismatic, jolly, unconventional. These are only a few words to describe the eccentric character that is Michael Scott, who serves as the Regional Manager of Dunder Mifflin Scranton. Known for his interesting approach to crisis management, Michael is known for his enthusiasm and lucky-go-jolly approach to the workplace that he aims to foster amongst his employees. Though he may at times exceed those boundaries with his silly jokes and keen sense of humor, Michael has always had a soft spot for those of his employees and views them as part of his own. As regional manager, Michael oversees all departments and what work they put out daily, whilst also being in charge of the overall performance per quarter, showing that he is the cornerstone behind any success and revenue that the Scranton Branch generates. His strengths include his ability to inspire teamwork and creativity amongst his peers and his continuous belief in unity and friendship, as he believes tackling such a crisis requires everyone to work as a team to succeed. He does, however, come up short when it comes to paying attention to the small minute details and his tendency to occasionally deviate from the main priority at a given time. Nevertheless, Michael is a very prominent figure, and he has always had the right ideas; for the most part, he has his employees' best interests and well-being at heart.

2. Jim Halpert

- ❖ Jim "Tuna" Halpert is the supremely talented and likable Regional Manager of Dunder Mifflin Stamford. Coming from a background in sales, he is well-versed in how to tackle various types of problems. He is great at thinking on his feet. He is great at maintaining a cool demeanor in the face of any crisis. A strategic mindset in tackling crises makes him a valuable figure in the office. With a shrewd approach to the workplace, Jim is known for avoiding drama. As the regional manager of the Stamford Branch, Jim is also responsible for managing and overseeing his accompanying departments and outlining the size of the role he occupies. Jim can maintain balance within the office and successfully keep his personal and professional interests separate. His strengths include his quiet persona which allows him to be efficient in making key decisions in a crisis. He steers clear of issues that would upset

the office workspace. However, at times he cannot keep his eyes on the ball. He sometimes becomes very passive on matters involving risks, especially in certain crises. However, Jim is a considerable presence in the workplace. He always seeks to attain good results that best accord with Dunder Mifflin's aims and expectations.

3. Dwight Schrute

- ❖ Dwight Schrute is the nerdy but fiercely loyal Assistant "To The" Regional Manager of Dunder Mifflin Scranton. Working in an often relentless and abrasive style, Dwight has gained notoriety for being a never-back-down warrior for any challenge. This is true even if the challenge is against a computer to see who can record the most sales. Thanks to his dedication, this warrior mentality knows no bounds and creates an unmatched work ethic. With a particularly keen adherence to the code of conduct and any form of rule, Dwight is a towering presence in the office. As assistant regional manager, Dwight is tasked with the role of assisting Michael Scott with all duties relating to conflict resolution and is his primary delegate when tackling said crises. Additionally, he is a salesman who helps bring clients and customers and has gotten more clients than any of his fellow salesmen, showing his value. He has immense knowledge stretching beyond the office, coupled with his loyalty to the people around him and his work ethic, which helps him finish any tasks swiftly and put out crises in a snap. On the downside, his rigid nature makes him unresponsive to change. This may perhaps act as a deterrent in this changing corporate world. But amidst all this, Dwight is an important figure, and his drive, work ethic, and willingness to make ends meet in this committee are extremely noteworthy. He will, without a doubt, make his presence felt.

4. Pam Beesly

- ❖ Pam Beesly is Dunder Mifflin Stamford's sweet, efficient receptionist. Known for her artistic skills and shy nature, Pam is the kind of person who can get away with almost anything without ever being noticed. Having this level of subtlety helps her be silent in what she does and have a quiet aura around her amid an ongoing crisis. Being the receptionist, she has been charged with the duty of being the first face to greet any new clients and visitors within the branch and settling them into the way Scranton runs things in a friendly and professional manner. Pam is known for having a keen

attention to detail in her tasks and a gentle persona. She is also adept at approaching any crisis with complete professionalism and looks to contribute to the rest of her colleagues in an unproblematic manner. That being said, she often finds herself viewing all the chaos that unfolds in the office from the sidelines without any will to interfere, should there be any reason for her to do so. Her strengths include her creative mind and her personality, which allows her to empathize with her colleagues and be well-liked by the people around her. That being said, in this passive approach, she often avoids necessary conflict to not go against her instinct to avoid conflicts and crisis confrontation; she is unwilling to take risks even if it means giving up on things that matter to her. However, Pam remains a quiet yet crucial pillar of this committee and will be keen to leave her mark.

5. Andy Bernard

- ❖ Andy Bernard, the theatrical salesman of Dunder Mifflin Scranton, is known for his love for music as he was part of the Acapella group during his time at Cornell and for his musical talents. As a salesman at the Scranton branch of Dunder Mifflin, Andy has the role of generating revenue with how many clients and customers he can bring on board. While keeping existing clients by providing them with good deals on the amount of paper the company sells regularly. He is a very vibrant personality in the office and always brings a colorful vibe to the table. His strengths include his sharp mind and the ability to navigate tricky conflicts cleverly. Andy often values efficiency when tackling any crisis thanks to his pragmatic mindset in such situations; his overall enthusiasm in the workplace shines, especially when working in teams. His overall enthusiasm also serves to maintain good overall morale within his team and whomever he works with. However, he is known to have an inner fire that, should it be left untamed, can give undesirable results. It can leave him hot-headed in crucial situations, which may hinder efficiency in the event of a crisis and impact overall results throughout the committee. Be that as it may, Andy is still a valuable asset in the office and serves the committee with his loud character. His good intentions when it involves solving a crisis should still be a valuable asset.

6. Angela Martin

- ❖ Angela Martin is the astute and authoritarian head of accounting at Dunder Mifflin

Stamford as well as the head of the party planning committee. As the head of the accounting department, Angela is responsible for reporting the quarterly report for revenue generated across the branch to the regional manager Michael. Also being the head of the Party Planning Committee, Angela is responsible for organizing any office-wide events and doing so with the utmost excellence. She is known for her love for cats which knows no bounds and her divisive personality accentuates her roles within the office. She takes her responsibilities with utmost respect and always strives to do better with her dedication and effort. She is a diligent worker and her work ethic allows her to have Her strengths include her ability to stay focused on the task or objective at hand and complete tasks as well as possible in the given time frame. She has a nimble mind that churns out remedial solutions in no time and can turn any crisis into decisive action. However, she is very strict about working. This attitude has always made her a polarizing figure in the committee amongst her peers. She can get uptight over small details needing to be fulfilled. Such is her drive for excellence. Even if it pushes the people around her into working too hard Nevertheless, Angela is a pivotal figure in the office. Her work ethic and discipline are sure to make a meaningful contribution to this committee.

7. Ryan Howard

- ❖ Ryan Howard is the witty and ambitious temp, salesman, and now executive at Dunder Mifflin Stamford. As an executive at the Stamford branch, Ryan's role involves him to grow the branch and its overall reach amongst customers and building its profile against competing companies in the paper department which is why he famously developed a website to get a leap on Dunder Mifflin's competitors when it comes to selling more paper. Ryan's business and entrepreneurial mindset is something well-known, which he not only attributes to his background at Harvard Business School but also to the many ventures he has launched during his tenure here at the company. With these experiences, he has developed a knack for innovation and creativity. He approaches each crisis with a cool, calculated strategy, always looking to think his way out of the problem. Ambitious, too, he is always looking to work his way up the corporate ladder over time. His strengths are, therefore, an intense drive and mindset that keep him approaching each problem strategically and readiness for risks. However, it is in this ambition that Ryan is known to have cut corners and do

things in ways that don't always have his colleagues' seal of approval. Regardless Ryan is a very competent employee and has much to bring to the table on this committee.

8. Kelly Kapoor

- ❖ Kelly Kapoor is the chipper and pop-culture-obsessed customer service rep at Dunder Mifflin Scranton, known for her upbeat persona and growth mindset as well as her never-ending yap. As the customer service representative at the company, Kelly has the role of assisting customers when it comes to purchasing products or helping with any issues with a product that has been sold, and doing so in a manner that entices any customer who has purchased any Dunder Mifflin product to purchase again in the future, this is particularly important for the company when attracting new clients or keeping old ones. Known for her enthusiasm, Kelly maintains a positive outlook toward any crisis and often looks for any possible silver lining amid a crisis. She enjoys gossip and is interested in anything related to pop culture and always approaches crises with a growth mindset along with a go-with-the-flow personality making her generally well-liked by the people around her with Kelly's bright personality shining through regularly in the workplace. Her strengths include her people skills and her never-ending energy that lights up the office. However, these strengths often distract Kelly from the task at hand as she often disregards company-wide goals and can get lost in talking about the next big trend which often leads her to think irrationally. This happens because she is often distracted to focus on less important topics of discussion among her fellow employees rendering her often at odds when being a valuable member of crisis management, this is especially true in high-stakes situations due to her lack of focus causing her to make brash and ill-thought-out decisions that serve to hinder any progress that office may have made. Despite these flaws, Kelly brings much-needed light and energy to this committee. She will always be looking to put everyone in a good state of mind.

9. Stanley Hudson

- ❖ Stanley Hudson is Dunder Mifflin Stamford's grouchy, very unenthusiastic sales representative. He is the epitome of loving pretzels and crossword puzzles, and generally disliking the chaos that happens in the office, favoring a more peaceful and

less destructive day in the office. Now, as one of the older salesmen with established clients and pedigree, Stanley unequivocally attracts more clients to buy a variety of paper sold by the company as he has ample experience in the field and has a long record of service at the company. He is, however, much reserved and has little interest in what goes on in the office itself but does wish for there to be peace amid chaos which would be an interesting dynamic in the committee and during crisis. His strengths include his quiet strength and his ability to get work done under the radar without drawing much attention, making him a very productive asset in the workplace. This would be especially useful when counted on generating revenue for the branch and therefore the company, as he is one of the salesmen with the most generated revenue. His experience in dealing with crises is notable and he is overall a reliable figure when it comes to tackling those crises smartly and strategically. However, in his disinterested personality, Stanley tends to prioritize his own needs and self-interests even if it comes at the cost of the greater good. Nonetheless, Stanley remains quiet but a useful presence in the office and on this committee.

10. Kevin Malone

- ❖ Kevin Malone is the lovable but simple-minded accountant of the Dunder Mifflin Scranton branch. He is famous for his chilli, his jar of M&M's, and his band Scrantoncity. As a part of the accounting department, Kevin is tasked with reviewing quarterly reports to see if there are any discrepancies in any transactions before he sends them to Michael. Kevin is no-frills and easygoing toward the office with a very laid-back attitude, which dovetails well into the general atmosphere of Dunder Mifflin Scranton. This makes him a very approachable and likable character in the committee. Some of his strengths are that he is an amicable guy but also one who will lend a helping hand in times of crisis, making him a guy the office can count on when tackling a crisis. Kevin is always looking for an opportunity to break the ice with some kind of comedy, so he has a keen sense of humour. This helps to lighten the mood and improve office morale. However, the lack of intelligence and general inability to follow common social cues makes him susceptible to unreasonable decisions in case crisis averting is needed. Rendering him at times as a liability due to his lack of technical and logical skills. However, even with such flaws, Kevin remains one of the valued employees of the office and a member of this committee due to his

sweet, likable personality.

11. Creed Bratton

- ❖ Creed Bratton is the quiet and mysterious quality assurance director of Dunder Mifflin Scranton. As the quality assurance director of Dunder Mifflin Scranton Creed plays the very important role of inspecting the overall quality of the products that his contemporaries and company sell and is responsible for making sure the products themselves are up to standard. He brings mystery into this committee through his demeanor and quite interesting crisis management strategy. This adds a level of intrigue to the office and many mysteries as to how the anonymous Creed operates within the office. With his secretive nature and fondness for doing things in the dark Creed approaches each crisis intending to do so with as little attention as possible. To be as low profile as possible. He tends to operate under the radar, with his strengths being his inherent ability to adapt to changing situations. This makes him a valuable asset in crises that have an unpredictable nature and will require employees to adapt upon short notice. His willingness to take risks, if he deems fit makes him a valuable member of the committee. However, it is in this curiosity and mysterious nature that Creed often finds himself at odds with the world around him. His daredevil personality means he often disregards risks if it means getting the job. While that may be an admirable cause, sometimes the risks taken by Creed may not justify to means. Nevertheless, his unorthodox methodology toward crisis management, let alone his mystique, makes him a wild card in counting on someone for that last-minute, do-or-die. On the other hand, Creed is an appreciated member of the committee and gives a different spin to this committee with his mystique.

12. Phyllis Vance

- ❖ Phyllis Vance is the sweet and elderly salesman at Dunder Mifflin Scranton, most known for her mild and meek nature and love for knitting. Being a saleswoman at Dunder Mifflin Scranton Phyllis is tasked with acquiring new clients who may be interested in being represented by Dunder Mifflin. This is important as it brings another person who can generate revenue for a company in need of profits. In the workplace, Phyllis brings a great tranquil presence to The Office committee. An ocean of calm if you will. This means that when faced with any problem, Phyllis does

it with calmness and rationale in trying to overcome every crisis. This allows for stability and mitigation of chaos and crisis, serving as a good tool at her disposal to use in the event of a crisis. As one of the more elderly employees at Dunder Mifflin Phyllis has valuable experience in working with a wide range of people, who vary in skills allowing her to adapt and efficiently work with them, but it is also her therapeutic nature that allows for those around her to be confident in their abilities to be productive. Amongst her strengths would be her general fairness and respect accorded to fellow employees, her ability to make people work in cooperation, and her loyalty to the people around her. That last attribute is especially important when all employees need someone they can count on to have their back in any circumstance. These qualities make her a dependable and useful employee. However, being passive makes her unwilling to go out into conflicts and assert herself in such situations. Despite those flaws, Phyllis brings much-needed calm to an office that is in the midst of all kinds of chaos and is a valued member of this committee.

13. David Wallace

- ❖ David Wallace is this former Exec and current salesman at Dunder Mifflin Stamford. Known for his pragmatic and rational approach, as well as his strong leadership, David serves as a useful and noteworthy addition to the Office. Having had plentiful experience at corporate and managing a major corporation, David brings much-needed experience to the Stamford Branch. His experience was vital in keeping Dunder Mifflin in business for as long as it has and this is sure to play to the strengths of the Stamford Branch. That being said he is not entirely content in his current role as a salesman, given that he resigned from Corporate in the hope of getting a bigger role only to come back to a position lower than the one he previously occupied. This may or may not play within the best interests of the office, though David has frequently shown calm and straightforward behavior when faced with a crisis. Having also spent much of his career at corporate, this may be useful to the Stamford Branch and how they progress throughout the committee. But with his overall morale being lower than anticipated due to his unwanted position: will David look to put his best interests ahead of the company? Only time will tell. Nevertheless, David remains a pivotal figure in the office with his approach and ample experience which is sure to be of some use, regardless of the given circumstances.

14. Oscar Martinez

- ❖ Quiet and plain, yet a genius accountant working for Dunder Mifflin Stamford, Oscar Martinez brings his Mexican heritage, his biting sense of humor, and his genius-like intellect into approaching any crisis tactfully and rationally. He is an accountant at the Stamford branch of Dunder Mifflin, whose critical role is making sure that annual reports for revenues and quarterly budgets are in order and allocated to future budgets accordingly. Oscar looks for the most effective solution that would eradicate any kind of conflict or crisis coming his way to put himself out of any danger of being at the center of any conflict. With the analytic mind that he possesses, he can think on his feet, which makes him an excellent resource for crisis management, and his mix of logical reasoning and tactical mind makes him a very important figure when solving tricky problems. However, his dislike towards incompetence among his colleagues tends to throw him off his game, a flaw that may prove critical when tackling problems that require working collectively. This often puts him in a very undesirable position when things get tough as he has absolutely no patience for incompetency among his employees and often gets distraught and frustrated. Despite all these gaps, to the committee, Oscar adds a gel of integrity, grit, and an analytical mind that makes him a formidable presence in the office.

15. Toby Flenderson

- ❖ Toby Flenderson is the bashful and soft-spoken representative of Human Resources at Dunder Mifflin Stamford. As the HR rep at Dunder Mifflin Stamford Toby is required to report any activity to Corporate as well as mediate any conflict that arises throughout the branch, as well as working with new employees and hires, by training them with what their role is in the office as well as the internal operations of the branch and who they report to based on their position of employment. He is very unassuming, being relatively quiet in his disposition, and generally keeps a low profile in the office. He maintains this calm and is known for his overall composure which should help the committee in the circumstance that any crisis is in dire need of being resolved to be resolved without resorting to brash decision-making. However, Toby looks to approach any crisis with always having priority towards minimizing risks and caution while carrying out any steps to resolve conflicts so that peace and

harmony are maintained in the office. With this aim of minimizing risk, he looks for possible solutions to any crisis that has the highest possible upside whilst having minor disadvantages. His greatest strengths are that he is always aware of the presence of any conflict and that he can immediately weigh all the possible solutions and maintains the required presence of mind to make decisions decisively and come to an adequate solution. On the other hand, his aversion to taking the lead in the group and focus on efficiency may slow down progress in conflicts requiring risks to be taken, especially if a crisis needs someone to step up in the clutch. Having said this, Toby remains a useful and necessary component of the committee with his intellect and workplace experience.

16. Darryl Philbin

- ❖ Darryl Philbin is the laid-back but practical sales representative at Dunder Mifflin Stamford. He is famous for his musical talent and is known for having a cool demeanor in the heat of the moment. As a sales representative at the Stamford branch of Dunder Mifflin Darryl is tasked with ensuring revenue with new clients and bringing clients on budget-friendly services. He also maintains strong relationships with his clients which ensures they continue purchasing products from the company. In addition to clients Darryl's outgoing personality resonates well with the majority of his colleagues making him a very likable figure in the committee. Darryl approaches any crisis with courage and enthusiasm and does not fear taking the lead in any crisis and is always willing to offer his help in a crisis and approaches a crisis with a practical mindset and has enormous experience in averting crises thanks to how long he has been with the company. With his pragmatic mindset, Darryl thrives at thinking rationally and being the logical thinker that he is, taking his time when making a decision. However, this avoidance of confrontation in conflicts from time to time may be considered unfavorable for the resolution of crises at crunch time and under high-pressure situations and his logic-based problem-solving serves as a disadvantage when tackling problems that require quick thinking. Nevertheless, with his calm disposition and braveness, Darryl is a much-welcome and valuable asset to this committee.

17. Meredith Palmer

- ❖ Meredith Palmer is the blunt and carefree supplier relations representative of Dunder Mifflin in Scranton. She is widely known as a party animal who likes to take it easy through the office. As the supplier relations representative at Dunder Mifflin Scranton, Meredith is in charge of maintaining a cordial and amicable relationship with the primary suppliers of paper to the company and ensuring that this is a stable source of income throughout the branch. Meredith shows up with a very relaxed and nonchalant attitude and much humor when there are conflicts. This makes her a likable figure who gets along with her peers without being the center of conflict. Her strengths are excellent peer-to-peer relations which help greatly in maintaining solid revenue for the branch, having a simple way to manage conflict which is fast and easy to implement in the moment, and endless loyalty to peers. It is in this very relaxed mindset, however, that Meredith finds herself most often complacent and not on the front foot as far as handling tricky crises and conflicts are concerned, and with her simple way of approaching conflict, she tends to disregard crucial information amid a crisis leading her to make inadequate decisions and contributions. However, Meredith does add a dose of humor and comedy to what is otherwise a traditional committee and is sure to make a meaningful contribution when it's all said and done.

18. Holly Flax

- ❖ Holly Flax is the happy, optimistic representative of human resources at the Dunder Mifflin Scranton branch, known for her great comedic timing and love of animals. As the human resources representative at Dunder Mifflin Scranton, Holly is tasked with reporting any events that occur within the branch, is in charge of conducting background checks on all employees and new hires as well as acclimatizing new hires to the way and chain of command model on which the branch operates. Holly is warm, and caring to an extent she has shown in others, so she does stand more as a soothing presence in the office. Together with her sense of humor, which further lightened others around her during times of conflict, Holly had established herself as a valuable figure in the committee. Her other key strengths included compassion towards others and the ability to relate and connect on a more personal level to be able to share a close bond with those around her. However, her need to please others and

only see the best in them might cause her to make lapses in judgment should a crisis arise. Nevertheless, Holly is still an integral presence in the office and with this committee due to her enthusiasm, relatability, and kind heart.



GLOSSARY

Below are some important legal terminologies used in the office environment, which you can apply in the committee sessions,

Merger: Unification of two or more companies into one company. When two companies merge to become one entity

Bankruptcy: A legal procedure for a person or business that cannot repay its debtors. When a person or organization is in no financial capacity to pay off outstanding debt

Hostile Takeover: The act of acquiring a company without the willing consent of that company's management. A takeover of a company against its wishes

Revenue: Income that is earned through performing the core business of the company.

Clients: The buyers of the products or services of the firm

Acquisition: The buying-out of one company by another

Tender Offer: A public offer to buy shares in a company from its shareholders

Audit: An official examination by a firm of its accounts and financial documents. A thorough review of a firm's financial accounts and asset

Quarterly Reports: Financial reports mailed out every three months by a corporation

Code of Conduct: Statement indicating the limits within which the behavior of the person or group is acceptable

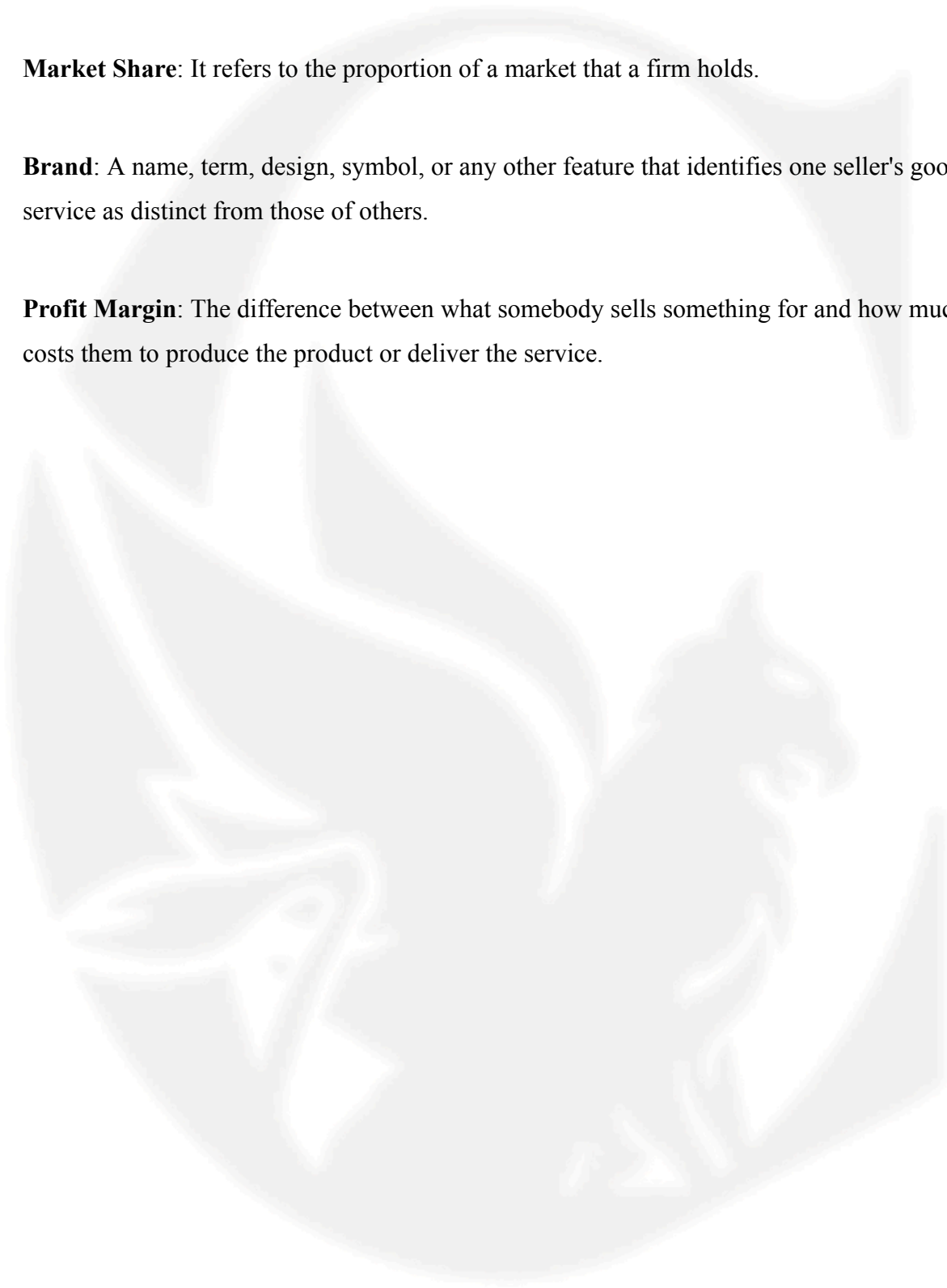
Dividend: Cash that a company distributes to its shareholders.

Stockholder: The owner of shares in a company.

Market Share: It refers to the proportion of a market that a firm holds.

Brand: A name, term, design, symbol, or any other feature that identifies one seller's good or service as distinct from those of others.

Profit Margin: The difference between what somebody sells something for and how much it costs them to produce the product or deliver the service.



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