

## LEARNER PROFILE

# REBECCA O'LEARY



LearningWorks  
HE KURA WHAKANGUNGU

PROGRAMME: **INTRODUCTION TO TEAM LEADERSHIP (LEVEL 3)**  
EMPLOYER: **RICOH**  
FACILITATOR: **PAUL**

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In Rebecca’s words, “I was brand new into businesses in general. So, this whole course opened my eyes up to leadership styles and to how businesses operate. What businesses are looking for. So, the kind of thing that’s in an introductory course into how businesses run and becoming a manager and what that entails. So, it was an eye-opener for me just learning about the fundamentals.”

“There was so much stuff in the course that I’d never thought about before or even knew anything about. I did learn a lot in this course about basic business things like problem-solving and creating SMART goals and being proactive, and actually striving to make changes in the company.”

Rebecca came to the course with a strong sense of making sure everyone in her work team feels valued. At Ricoh it’s one of the company’s values that there will be no exclusive behaviour.



Everyone needs to feel part of the Ricoh family. But what Rebecca realised as she got into the course, working with such a diverse range of people meant she needed to be even more aware of how she acted and reacted to their needs. Rebecca says she’s generally pretty good at picking up when someone’s not doing so well, and that’ll prompt her to go and check on someone else. But the course has also made her consider more carefully how her team members take on information. “I want to make sure that I’m portraying the right information in the right way for everyone. It’s important to me that I support my team the best way I can”.