

**Objective:** \_\_\_\_\_

## What tasks are needed to achieve the selected objective?

*Silently, write down tasks for each category using post-its and collect them in this sheet.  
Use one post-it per task and start each task with a verb.*

### 1. Tasks I'd rather do on my own

*What tasks could the persona do without assistance from the super-specialist?  
(write 3 -4 tasks)*

*Place your post-its here*

### 2. Tasks I'd like to do with the super-specialist's support

*What tasks could the super-specialist support to achieve more effective and faster results?  
(write 3 -4 tasks)*

*Place your post-its here*

### 3. Tasks I'd like to delegate to the super-specialist

*What tasks could be delegated to the super-specialist with minimal intervention required from the persona?  
(write 3 -4 tasks)*

*Place your post-its here*

*Example: Escalating high-priority cases to the right department.*

*Example: Generating options for travel itinerary adjustments or alternatives during disruption*

*Example: Generating and sending confirmation e-mails for resolved inquiries.*

### Are you leveraging enough of the Special Qualities?

*Check the corresponding card for more information on each quality*

Plans a course of action on its own	Makes well-informed decisions	Reasons through problems	Thinks transparently	Interacts with digital systems
Works alongside humans and AI agents	Acts with Hyper-Efficiency	Remembers Flawlessly	Adapts Intelligently	