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**From:** Katare, Parag <parag.katare@walgreens.com>  
**Sent:** Thursday, January 16, 2020 8:53 PM  
**To:** justin.tokarski@tcs.com; Tokarski <justin.tokarski@tcs.com>; Justin;  
z.franco@tcs.com; z.franco@tcs.com; Franco, Zandra  
**Cc:** Carol Tanner; Noakes <carol.tanner@tcs.com>; Laatosha; Husain  
<laatosha.noakes@walgreens.com>; Mustafa  
**Subject:** RE: Discussion on Updated Personas and Research Findings

"External email. Open with Caution"

Hi Justin,

Please find below MOM of today's meeting.

**Slide (Research Insights - User Perceptions)**

Remove: Lack of trust gap between management and other employees  
Remove the misconceptions.

**Slide (Research Insights - User Perceptions (contd.))**

Avoid the punish word.  
Remove Proper Procedure second bullet Point.

**Slide (Research Insights - User Perceptions (contd.)) Slide 3**

Corporate doesn't understand the need. (It is not part of V1 scope.) It should be part of future scope and should remove from report.

**Next Step**

Setup 2 hr meeting with group.(Parag)  
Share PPT version of report with participants to get review comments prior to meeting. (Justin)  
Modify presentation for today's review comments before sharing with customer. (Justin)  
Persona for new Technician and Pharmacist.

Discussion on Updated Personas and Research Findings Chat Files Whiteboard Join 22

Katara, Parag joined the meeting.

January 13, 2020

Katara, Parag renamed the meeting to Discussion on Updated Personas and Research Findings.

Bixler, Amy and 18 others joined the meeting.

Today

Small, Tommi and 1435-1S2 joined the meeting.

Meeting started 11:59 AM

Zandra joined the meeting.

Last read

Bixler, Amy 12:17 PM  
Need to remove the 1st bullet point on trust gap

Also remove the misconceptions regarding legal restrictions on medication approval and sale

Bixler, Amy 12:28 PM  
remove sub-bullet on proper procedures skirted

Bixler, Amy 12:45 PM  
Need to ask the question around what % of team members are 6months or less in position in the pharmacy

Zandra left the conversation.

Meeting ended 1h 24m 1:23 PM

Type a new message

Thanks,  
Parag Katara  
TCS  
Cell # 224-578-6164

-----Original Appointment-----

**From:** Katara, Parag

**Sent:** Monday, January 13, 2020 10:09 PM

**To:** Katara, Parag; Bixler, Amy; Wleklinski, Amy; Usher, Alex; [justin.tokarski@tcs.com](mailto:justin.tokarski@tcs.com); Tokarski, Justin; Shinde, Addie; Kawa, Aleksandra; Pieper, Brittany; Katwala, Ripa; Poe, Emma; Nelson, Raeann; Noakes, Laatosha; Latosha Noakes; Phadke, Rakesh; Husain, Mustafa; Elliot, Victor; Davis, Durrell; [z.franco@tcs.com](mailto:z.franco@tcs.com); Franco, Zandra; Velez, Christine; Dzienisowicz, Gosia; Dale, Steven; Latosha Noakes

**Cc:** Small, Tommi

**Subject:** Discussion on Updated Personas and Research Findings

**When:** Thursday, January 16, 2020 12:00 PM-1:00 PM (UTC-06:00) Central Time (US & Canada).

**Where:** 1435-1S1

Updating room details 1435-1S1.

Scheduling meeting to discuss about research findings and Personas from Legal, Compliance and Regulatory perspective.

### Join Microsoft Teams Meeting

+1 312-270-1953 United States, Chicago (Toll)

Conference ID: 194 984 47#

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

### Join with a video conferencing device

[62240257@t.plcm.vc](tel:62240257@t.plcm.vc) VTC Conference ID: 1199631966

[Alternate VTC dialing instructions](#)

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