

Situations, Scenarios and Simulations

Featuring the 5-Step Simulation™ method

HOW TO USE “SITUATIONS, SCENARIOS AND SIMULATIONS”

Trainer Guide

Editing and Writing Your Own Scenarios and Mini-Simulations

GENERAL BUSINESS SKILL SCENARIOS (5)

1. **Decision Making – Equipment Delays**
2. **Decision Making – Breakfast Innovation**
3. **Ethics – Hiring with a Conflict of Interest**
4. **Ethics Simulation – Handling the Pressure for Results** (Group Simulation)
5. **Presentation Skills**

EMOTIONAL INTELLIGENCE & INTERACTION SKILL SCENARIOS (9)

6. **Customer Service – Fixing a Co-Worker’s Problem**
7. **Conflict Management – Dealing with Disrespect**
8. **Giving Feedback – Dealing with Distracting Behavior**
9. **Giving Feedback – Mostly Positive, with One Correction**
10. **Giving Feedback – The Reluctant Team Member**
11. **Influence – Winning a Seat at the Table** (appropriate for teams)
12. **Negotiation Simulation – Working out a Major Service Contract** (appropriate for teams)
13. **Sales Skills Simulation – B2B Services** (appropriate for teams)
14. **Sales Skills – Vacation Travel**

LEADERSHIP AND MANAGEMENT SKILL SCENARIOS (7)

15. **Delegation – Choosing Tasks, Choosing Delegates**
16. **Delegation – Following Up on a Delegated Task**
17. **Leadership Simulation – Inspiring Action in Tough Times** (appropriate for teams)
18. **Leadership Simulation – Keeping Your Best Employees** (appropriate for teams)
19. **Performance Management – Corrective Action**
20. **Performance Management – Giving a “Meets Expectations” Rating**
21. **Setting Expectations – When Restructuring Changes the Job**

GENERIC MINI-SIMULATION MODELS (3)

22. **Retail Sales Skills Simulation Model**
23. **Service Skills Simulation Model**
24. **Technical/Job Skills Simulation Model**