

# Situations, Scenarios & Simulations v.2

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## Featuring the 5-Step Simulation™ method

List current as of August 15, 2014

### HOW TO USE “SITUATIONS, SCENARIOS AND SIMULATIONS”

#### Trainer Guide

#### Fast and Easy Simulation Design

#### Using, Editing, and Writing Your Own Scenarios and 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 Simulation Scenarios**

### EMOTIONAL INTELLIGENCE & INTERACTION SKILL SCENARIOS (11)

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

### LEADERSHIP AND MANAGEMENT SKILL SCENARIOS (7)

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

## GENERIC MINI-SIMULATION MODELS AND TEMPLATES (5)

- 24. Retail Sales Skills Simulation Model**
- 25. Service Skills Simulation Model**
- 26. Technical/Job Skills Simulation Model**
- 27. Presentation Skills Simulation Model**
- 28. Safety Simulation Model**

## ADDITIONAL TOOLS AND TEMPLATES (4)

- 97. A Sneaky Training Technique**
- 98. Training Scenario Template**
- 99. Training Simulation Shell (Blank Template)**
- + E-learning Simulation Example (Articulate Storyline file)**

Files included with the 3S (or 5-Step Simulations™) product:

Name	Date modified	Type	Size
_readme_3S_instructions	8/15/2014 1:51 PM	Text Document	2 KB
00_3S_License	7/4/2009 1:08 PM	Adobe Acrobat D...	101 KB
00_3S_Scenario_List	7/2/2009 4:20 PM	Adobe Acrobat D...	385 KB
00_3S_Trainer_Guide	7/2/2009 4:05 PM	Adobe Acrobat D...	403 KB
00_Fast_Easy_Simulation_Design	6/25/2011 5:32 PM	Adobe Acrobat D...	302 KB
00_Using_Editing_and_Writing_Sims	7/2/2009 5:27 PM	Adobe Acrobat D...	729 KB
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02_Sim_DecisionMaking_Breakfast	2/6/2014 2:28 PM	Microsoft Word D...	57 KB
03_Sim_Ethics_Hiring	2/6/2014 2:29 PM	Microsoft Word D...	51 KB
04_Sim_Ethics_PressureForResults	2/6/2014 2:29 PM	Microsoft Word D...	50 KB
05_Sim_Presentation_Scenarios	8/15/2014 1:48 PM	Microsoft Word D...	41 KB
06_Sim_CustService_CoWorkersProblem	2/6/2014 2:30 PM	Microsoft Word D...	48 KB
07_Sim_CustService_DifficultCustomer	8/15/2014 1:47 PM	Microsoft Word D...	45 KB
08_Sim_Conflict Mgmt_Disrespect	2/6/2014 6:36 PM	Microsoft Word D...	47 KB
09_Sim_Feedback_DistractingBehavior	2/6/2014 6:36 PM	Microsoft Word D...	43 KB
10_Sim_Feedback_MostlyPositive	2/6/2014 6:37 PM	Microsoft Word D...	45 KB
11_Sim_Feedback_Team_Member	2/6/2014 6:37 PM	Microsoft Word D...	40 KB
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14_Sim_Negotiation	2/6/2014 6:38 PM	Microsoft Word D...	58 KB
15_Sim_Sales_B2B_Services	2/6/2014 6:39 PM	Microsoft Word D...	70 KB
16_Sim_Sales_Vacation_Travel	2/6/2014 6:39 PM	Microsoft Word D...	48 KB
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