



RealCareer™ Employability Skills Program

CAREER-READY WORKPLACE SCENARIO CARDS

Realityworks®
Live it. Learn it.™

www.realityworks.com

Suggested uses for Workplace Scenario Cards:

5-minute icebreaker activity

1. Begin your class with a quick 5-minute workplace scenario challenge. Pick one scenario and read it to the class. You could also show it on a document projector.
2. Get students into small groups to discuss the workplace scenario, key questions and various points of view.
3. Have the class come back together and share answers to the key questions.

Journaling activity

1. Teach the employability skills lesson. At the conclusion, choose the Workplace Scenario Card that matches the skill taught in that lesson.
2. Use the workplace scenario as a journal-writing prompt and have students answer the key questions in writing.

Pre- and post-assessment

1. Choose the employability skill you wish to teach. Find the Workplace Scenario Card that matches that skill. Have students answer the key questions in writing.
2. Teach the lesson on the employability skill you have chosen.
3. After the lesson has been taught, have students go back to the original Workplace Scenario Card and answer the key questions again using the new skills they have learned in the lesson.

Employability Skills Program

Listening

Scenario: You have been employed at a new company for about six months. A co-worker, David, has been repeatedly sexually harassing you. You finally decide you've had enough and decide to file a complaint with Human Resources. You meet with the HR Director, Monica. During your meeting, she never takes any notes as you speak. She keeps checking her phone and also her Facebook on her laptop. You notice that she is doodling on her notepad. At the end of the conversation, you wonder if she really understood your concern at all.

Points of view to consider

- You, the employee
 - Monica, the HR Director
 - David, the co-worker
-

Key questions

- Has Monica shown active listening behavior? What non-verbal cues has she shown the employee about her level of interest?
- What could Monica do to be a better active listener in the future? Do a short role-play between Monica and the employee, where Monica uses active listening strategies in the meeting.
- How do you, the employee, feel after your meeting? Do you feel that your concerns were heard?

Employability Skills Program

Respect

Scenario: You arrive at the grocery store you work at in a bad mood because someone cut you off on the freeway. Your co-worker, Max, reminds you that you are responsible for unloading canned vegetables from a truck this morning. The truck is already there and waiting when you arrive and the driver needs to leave shortly. You yell at Max, telling him you'll unload it when you're good and ready to. Your manager, Sasha, sees and hears all of this. Now you are in her office and she wants to address the situation.

Points of view to consider

- You, the employee
 - Max, the co-worker
 - Sasha, the manager
 - The delivery driver
-

Key questions

- How could you have handled this differently? What steps can you take to make things right?
- Who is disrespected in this scenario and how? What should you have done to show respect to everyone involved?
- How do you think Max feels after your conversation?
- If you were Sasha how would you feel about this employee?

Employability Skills Program

Responsibility

Scenario: You asked your co-worker, Michael, to drop off a package at the post office after work on Tuesday. It is not too far out of the way home for him to do so, and you live farther away. It is important that the package be at its destination, National Manufacturing Incorporated, by noon on Wednesday. It includes a proposal that is going to be discussed at a meeting with international business partners who are in town only for that day. You find out on Wednesday afternoon that the package never arrived. You are responsible.

Points of view to consider

- You, the employee
 - Michael, the co-worker
 - Management at National Manufacturing Incorporated
 - The international business partners
-

Key questions (Review the definition of responsibility)

Responsibility – A duty or task that you are required or expected to do; something that you should do because it is morally right, legally required, etc.

- What are you responsible for in this scenario?
- Who is holding you responsible?
- What should you have done differently?
- What could happen if you do not take responsibility in this situation?
- How can you restore trust after you have been irresponsible?
- How has this impacted each party involved?

Employability Skills Program

Patience

Scenario: You are part of a team that is preparing a presentation for a major conference. The final meeting on the presentation is this morning at 9 a.m. There are four participants: Mia, Julio, James and yourself. You arrive in the meeting room at 8:55 and James is there. Julio arrives at 9:02. You continue to wait for Mia to arrive so you can begin. No one has heard from her. You are getting irritated and feeling anxious. At 9:10 you can feel your muscles tightening and breathing increasing. James and Julio are visibly angry and talking about how stressed they are. You NEED to get this done today. At 9:20, all of you are fidgeting and decide to begin. At 9:23, Mia arrives with no apology or explanation.

Points of view to consider

- You, the employee
 - Mia, the late co-worker
- James and Julio, team members
-

Key questions

- What signs of impatience are team members exhibiting?
- What is the root cause of the impatience?
- What can the team members do to manage their impatience?
- How does the reaction of the team members make Mia feel when she arrives?
- How does Mia's lack of concern for the other team members make them feel?

Employability Skills Program

Presentation Skills

Scenario: You are selected to present the new advertising campaign your marketing team has worked up for a new client. If you can close the deal, it will mean a huge financial win for the advertising firm. You want the presentation to look great to your marketing director, Scott. However, speaking in front of people is a secret fear of yours. You decide to practice the presentation in front of your team member, Samantha. You talk fast to get it over as soon as possible. You don't smile or make eye contact. You fold your arms and stay as serious as possible. You have a very long and complicated slide presentation that has no focus. Samantha has a hard time listening to your monotone voice. The practice presentation was a disaster. You don't have much time until the real thing!

Points of view to consider

- You, the employee
 - Samantha, team member
 - Scott, Marketing Director
 - Marketing team members
 - Potential client
-

Key questions

- What did you do during your practice presentation that was ineffective?
- If Samantha were the potential client, would she have hired your advertising firm based on your presentation?
- What should you change and do for the real presentation to make it more effective?
- How could Scott, as your director, help you improve?
- What could your other marketing team members do to help the situation?

Using Technology

Scenario: Micky loves to use technology. In fact, he just got the latest smart-phone and boy, was it expensive. He loves to use it to listen to music, play games and stay connected with the world. However, sometimes that gets him in trouble. You see, he loves to use social media and to archive his every move, every day! The problem is that he is so known in the social media world and he has shared some pretty private posts. He is worried about his future employment in the business world if they see some of the posts he has shared. So today he decided he is going to start changing how he uses technology in the social media world.

Points of view to consider

- Micky
 - Potential future employers
 - Potential client
-

Key questions

- What are some ways for Micky to keep himself on track?
- What are appropriate and inappropriate examples of technology usage for his future employment opportunities?
- Have you ever had a potential employer search your social media profile?
- Do you think employers have the right to search the social media posts of candidates they are considering hiring?

Employability Skills Program

Problem-solving

Scenario: Enrique and Anna are both sales employees at the same company. However, Anna has gone on a vacation and Enrique has volunteered to take over her business calls while she is away. On the first day of her trip, one of Anna's customers stops in the office and asks a secretary for a price on a new product. However, the secretary notes just the customer's first name, "Bob". With thousands of customers, what can Enrique do to find out who the customer was and get them what they need?

Points of view to consider

- Enrique
 - Anna
 - Bob
 - Secretary
-

Key questions

- What issue are you trying to solve?
- What are your options for solving the problem?
- What is the best solution?
- How does this solution satisfy everyone's interests?
- What could be done differently in the future to prevent this scenario from happening again?

Employability Skills Program

Negotiation

Scenario: You were just offered a job with a local bank. The job posting did not give wage information. During the interview, the human resources manager said that the pay range would be based on the candidate's experience and qualities. You leave the interview still unsure of what the pay range was. You really want a minimum of \$12 per hour with two weeks of vacation per year. You have prior experience as you worked for another bank for six months. You have also been the student manager at an on-campus coffee shop. The offer you just received is for \$10.50 an hour with one week of paid time off after one year.

Points of view to consider

- You, the potential employee
 - Human resources manager
-

Key questions

- Do you accept the offer as is? Why or why not?
- Why do you believe you are worth at least \$12 per hour?
- Do you believe you should negotiate starting pay? Why or why not?
- How can you use the five stages of negotiation (noted in the RealCareer™ Employability Skills Program curriculum) to reach an agreement?

Employability Skills Program

Networking

Scenario: Allen recently graduated from college and is searching for his first job in the graphic design field. He knows that in order to find a great position, he needs to network and get his name out in the field. Allen has an account on Facebook and enjoys posting his weekend activities, some of which can get pretty wild and crazy! Allen is hoping to use Facebook to make connections with other design professionals who may be looking to hire. He has been trying for three months and has not had any success using this approach.

Points of view to consider

- Allen
 - Other design professionals and/or potential employers
-

Key questions

- Do you believe that Facebook is the best social media source for creating quality connections?
- What other social media platforms could you use for making meaningful professional connections?
- What can Allen do to maintain a respectable image on social media?
- If Allen looked at your current social media profile on Facebook or other sites, do you think he would want to connect with you? Why or why not?

Employability Skills Program

Self-Confidence

Scenario: You're in a meeting with your co-workers, brainstorming ideas for a big upcoming project. Most of your co-worker's ideas are being rejected by the project leader. He seems to be waiting for that one really great idea. You think you have it, but are afraid of speaking up because the idea of speaking in front of groups is nerve-wracking for you. If your idea is chosen, it would make a great impression with your new manager.

Points of view to consider

- You, the employee
 - Your co-workers in the brainstorming meeting
 - The project leader
 - Your new manager
-

Key questions

- Should you share your idea? Why or why not?
- What kind of positive self-talk can you use to increase your confidence?
- What could the team leader do to make the atmosphere more comfortable for sharing ideas?
- What can you do in the future to help co-workers feel free to share ideas?
- What can co-workers do for you to help increase your self-confidence?