



Teaching Soft Skills Through Scenario-Based Learning

Our agenda:

- Overview of Realityworks, Inc.
- Who are today's students and what makes them unique?
- Elements for every scenario
- 4 pathway-specific scenarios
- Classroom activities using scenarios
- Realityworks' soft skill programs
- Additional resources
- Q&A

Who is Realityworks?

- Based in Eau Claire, WI
- Established 25 years ago
- RealCare Baby® was our first product!
- Learning aids for CTE pathways: FCS, Health Science, Agriculture and Trade Skills



The Faces of CTE: Who Are Our Students?

68 Million Americans Belong to Generation Z

- 51% are students
- Relevancy matters
- WHY are they learning what they are?
- HOW will they apply it to the real world?

Source:

<https://explodingtopics.com/blog/gen-z-stats>



Gen Z Students Are Different From Millennials



- Compared to Millennials, Generation Z students have...
- Even shorter attention spans
- Even better technology skills
- Even stronger desire for real-world learning

Source:

<https://greekreporter.com/2022/09/23/genz-vs-millennials/>

Understanding Generational Differences

- Compared to Millennials, Generation Z students have...
 - Even **shorter** attention spans
 - Even **better** technology skills
 - Even **stronger** desire for real-world learning

Source:

<https://www.linkedin.com/pulse/learning-from-gen-z-training-todays-workforce-jackie-peer/>

Silents	Baby Boomers	Generation X	Generation Y	Generation Z
Born 1925-1945	Born 1946-1964	Born 1965-1981	Born 1982-1995	Born 1996-2009
a.k.a. Traditionalists Veterans Builders	a.k.a. Boomers Me Generation	a.k.a. Gen X Latch-Key Kids MTV Generation 13 th Generation	a.k.a. Gen Y Millennials Echo Boomers	a.k.a. iGeneration (iGen) Post-Millennials Centennials
Telephone	TV	PC	Internet	iPhone, Social Media
Largely disengaged from technology	Early IT adopters	Digital immigrants	Digital natives	Technoholics
Face-to-face	Face-to-face; telephone or email if required	Text messaging or email	Online/social media and text messaging	Visual communication using technology
Teach Me Prefer a structured "command and control" oriented learning, classroom lectures, books and on-the-job training	In Person Prefer classroom setting with in-class participation; will use technology and may prefer books to reading online	Learn by Doing Prefer self-directed learning and freedom to figure things out on own; computer before books	Short and Sweet Thrive on flexibility and space to explore; favor on-demand, highly personalized and interactive training	Get it Now. Do it Now. Learn it Now. Want to learn on their own terms; prefer visual and interactive, bite-sized and hands-on learning; use of technology and social media is a given

How Do You Teach Generation Z?



- Provide information across multiple modalities – activities, group work
- Focus on engagement
- Provide active learning opportunities

What are soft skills?



“The future of work is inextricably linked to the future of learning. How we educate our youth translates into their preparedness as they enter the workforce. And how we retrain and upskill our existing workforce allows them to stay relevant in a changing work environment.”

Institute of the Future

Why do soft skills matter?

- In 2014, CNBC reported that 44% of employers cited soft skills as the biggest gap in the US workforce
- In 2019, LinkedIn's Global Talent Trends report found that 92% of professionals report soft skills are as important as hard skills
- Today, nearly 3 in 4 employers say they have a hard time finding graduates with the soft skills their companies need

Sources: <https://www.cnn.com/id/101012437>, https://business.linkedin.com/content/dam/me/business/en-us/talent-solutions/resources/pdfs/global_talent_trends_2019_emea.pdf, <https://www.insidehighered.com/views/2023/01/11/career-readiness-initiatives-are-missing-mark-opinion#:~:text=A%20drumbeat%20of%20reports%20finds,a%20hot%20topic%20for%20higher>

Scenario-based learning

Benefits of scenario-based learning

- “Sticky” learning experiences
- Facilitates problem-solving
- Guided exploration
- Safe practice zone
- Mistakes through feedback



What elements should you include in your scenarios?



- Context
- Decision-making points
- Clear learning outcomes
- Ideal time to use: After foundational knowledge is established



When should you use scenarios?

Answer: After foundational knowledge has been established

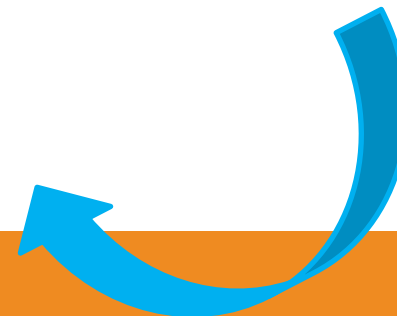
Wrapping up your scenario exercise

- What went well?
- What was the most meaningful part of the exercise?
- Would you do anything different next time?
- What was helpful?
- What are opportunities for improvement?



Using pathway-specific scenarios

Scenario-based learning resources



Pathway: Animal Systems/Agribusiness

RealCareer™ Employability Skills Program
Agriculture Careers

Flexibility

Scenario: While you are feeding calves, your boss comes up to you and asks if you can help in the parlor because one of your coworkers had to leave suddenly to get a sick child from school. You complain to the boss that you do not have time to fill in because you have to finish feeding the calves, so he should go ask another person.

Points of view to consider

- You
- Your coworkers
- Your boss

Key questions

- What effect do you think your inflexibility has on the morale of your coworkers?
- What is the overall effect of not helping out?

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Get your own samples:
<https://www.realityworks.com/sample-scenario-cards/>

Pathway: Welding

RealCareer™ Employability Skills Program
Welding Careers

Responsibility

Scenario: The guys you work with keep talking about fringe benefits of the job and how they are the only way they can stay employed due to the wages in the area. You notice that some work on art projects to sell on the side. Others collect scrap materials to sell, while others go as far as cutting parts for smokers and trailers to build at home. You are sure that the company knows of these activities but feel like asking would single you out within the group. What is your responsibility to the company?

Points of view to consider

- You
- Your company
- Your coworkers

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.

- Do you turn a blind eye because it doesn't really hurt anyone and the bosses don't look like they are hurting for money?
- Is there an ethical issue being presented here?
- What if the company is okay with it and you just don't know? How do you go about finding out the rules of the fringe benefits?

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Get your own samples:
<https://www.realityworks.com/sample-scenario-cards/>

Pathway: Therapeutic Services (Sports Medicine)

RealCareer™ Employability Skills Program
Sports Medicine Careers

Communication

Scenario: James works as a senior physical therapist in a sports medicine clinic. His patient Gwen has been receiving therapy for a shoulder strain from her part-time job as a yoga instructor. At the start of each visit, James asks Gwen how her shoulder has been feeling. Gwen invariably launches into an enthusiastic response that she appears to believe sounds highly professional and technical but, in fact, makes little sense. In an effort to avoid alienating or insulting Gwen, James has avoided confronting her about her factually incorrect accounts, but he is concerned that his chart notes will be incomplete and his management of the case could suffer.

Points of view to consider

- James, the physical therapist
- Gwen, the patient

Key questions

- What are some of the key components of effective communication between patients and health care professionals?
- How can James tactfully regain control of his communication with Gwen so that he can extract accurate information?
- How can medical professionals establish clear communication with patients at the outset to avoid breakdowns in communication?

Get your own samples:
<https://www.realityworks.com/sample-scenario-cards/>

Pathway: Early Childhood/ Teaching & Training

RealCareer™ Employability Skills Program Child Care Careers

Teamwork

Scenario: You are the Lead Teacher in a 2-year-old classroom at a child care center. Your Center Director has told you that you will be getting a new co-teacher named Amelia. She is experienced and educated, so you are excited to have her in your classroom. The expectation for any new employee is for them to have a week of training in a new classroom. It is the responsibility of the Lead Teacher to train the new employee in the routines and responsibilities expected in the classroom. As the week goes on, you have tried to teach Amelia how to do everything that you do; the way you run your classroom works well, so you would like to have things continue this way. Amelia seems to have other ideas. She keeps talking about how she did things in her other classroom and is repeatedly asking if she can try different things. The children in your care are getting confused and are misbehaving. You're feeling frustrated and irritated; this new teaching team is never going to work if Amelia can't do things the way she is taught! You decide to let her do things her way and see how badly she fails.

Points of view to consider

- You, the Lead Teacher
- Amelia, the new employee
- The Center Director
- The children in your care

Key questions (Review the definition of teamwork)

Teamwork - when two or more people work together cohesively towards a common goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance.

- What can you, the Lead Teacher, do to help Amelia understand that children need consistency?
- How can Amelia demonstrate to her new employer and new co-teacher that she is a capable teacher if she is expected to only do things the way she is shown?
- Review the definition of teamwork and consider how you and Amelia could both contribute to a "positive working atmosphere" in your classroom.
- What could the Center Director do about the obvious tension between these two employees?
- What effect is the lack of teamwork having on the children in the classroom? Are they misbehaving because of the new teacher or the lack of teamwork?

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Get your own samples:
<https://www.realityworks.com/sample-scenario-cards/>

Classroom activities using scenarios

“Wrong Way/Right Way” Skits

- Divide into small groups
- Choose one skill
- Define the skill
- Identify personal examples or online examples
- Model the skill “wrong” and “right”
- **What they’ll practice:** Creativity, communication, critical thinking
- **Get your infographic:**
<https://www.realityworks.com/resources/realityworks-interactive-posters/>



The Time Management Challenge



- Create a list of tasks and point value for each
- Divide into small groups
- Give 10 minutes to collect points by performing tasks
- Debrief
- **What they'll practice:** Negotiation, critical thinking, communication, time management

Using CTSO Competitions

- FCCLA
 - Interpersonal Communications
 - Job Interview
- HOSA
 - Interviewing Skills
- FFA
 - Employment Skills - Networking



Using scenarios to teach hard skills

Health Science: Nursing



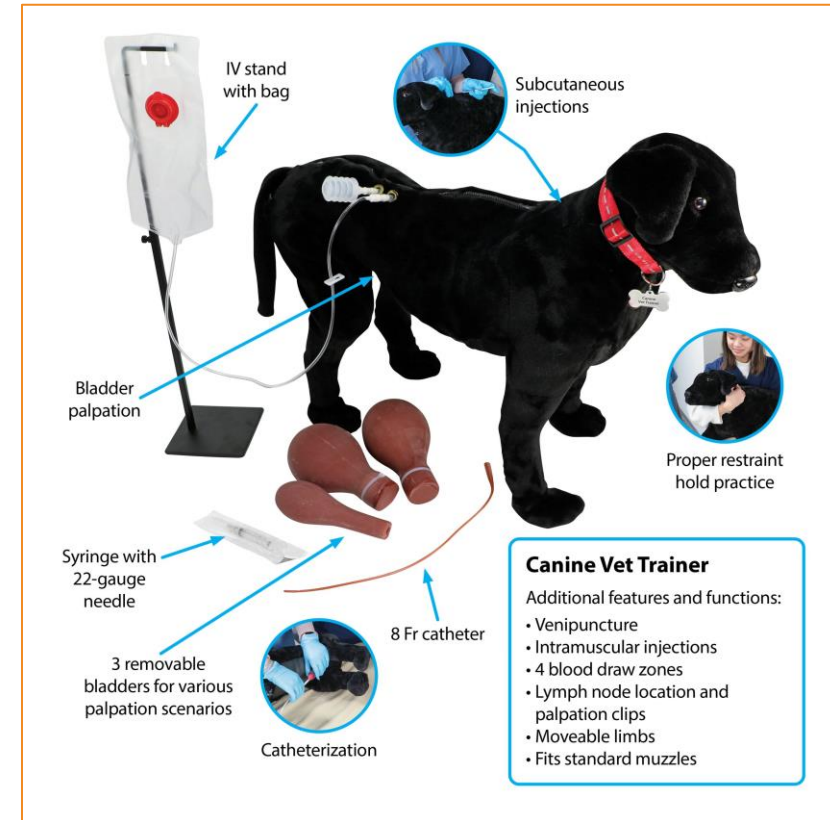
See the tools: <https://www.realityworks.com/product-category/health-science/>

Human Services/Teaching & Training: Child Care



See the tools: <https://www.realityworks.com/product-category/fcs/>

Agriculture: Vet Tech



See the tools: <https://www.realityworks.com/product-category/agriculture/>

More scenario-based soft skills resources



Employability and leadership skills programs

- Programs include teacher guides, student workbooks, slide presentations and scenario cards

Online employability and leadership skills programs

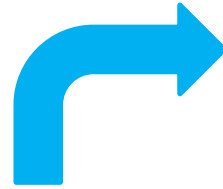
- Web-based options
- Designed for any classroom
- Real-world scenarios and activities
- Self-paced and interactive
- Variety of license lengths and terms
- Free trials available

Learn more:

<https://www.realityworks.com/soft-skills-implementation/>



Now what?



- Download our free scenario-based learning guide, plus your own scenario card samples!
- **Downloads:**
<https://www.realityworks.com/sample-scenario-cards/>
- Contact us with questions!
information@realityworks.com

Using Scenario-Based Learning To Explore Careers

A Guide to Creating Real-World Learning Experiences That Foster Job Skill Exploration and Development



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