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Experiential Learning Technology

Realityworks®
Live it. Learn it.™

The Art of Scenarios: Using Real World Scenarios to Teach Employability Skills

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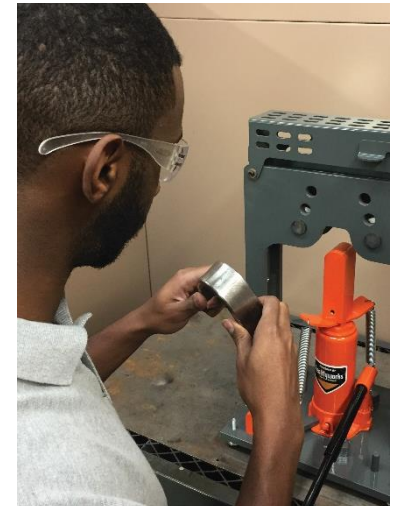
What we will discuss today

- Realityworks Overview
- Defining Soft Skills
- Soft Skills Statistics
- Using 6 Different Pathway Specific Scenarios
- Classroom Activities Using Scenarios
- Realityworks Soft Skill Programs
- Additional Resources
- Q&A

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Innovative Learning Tools for Skills Training

FACS | Health Sciences | Agriculture | Welding and Trade Skills



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Defining Soft Skills

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Soft Skills Statistics

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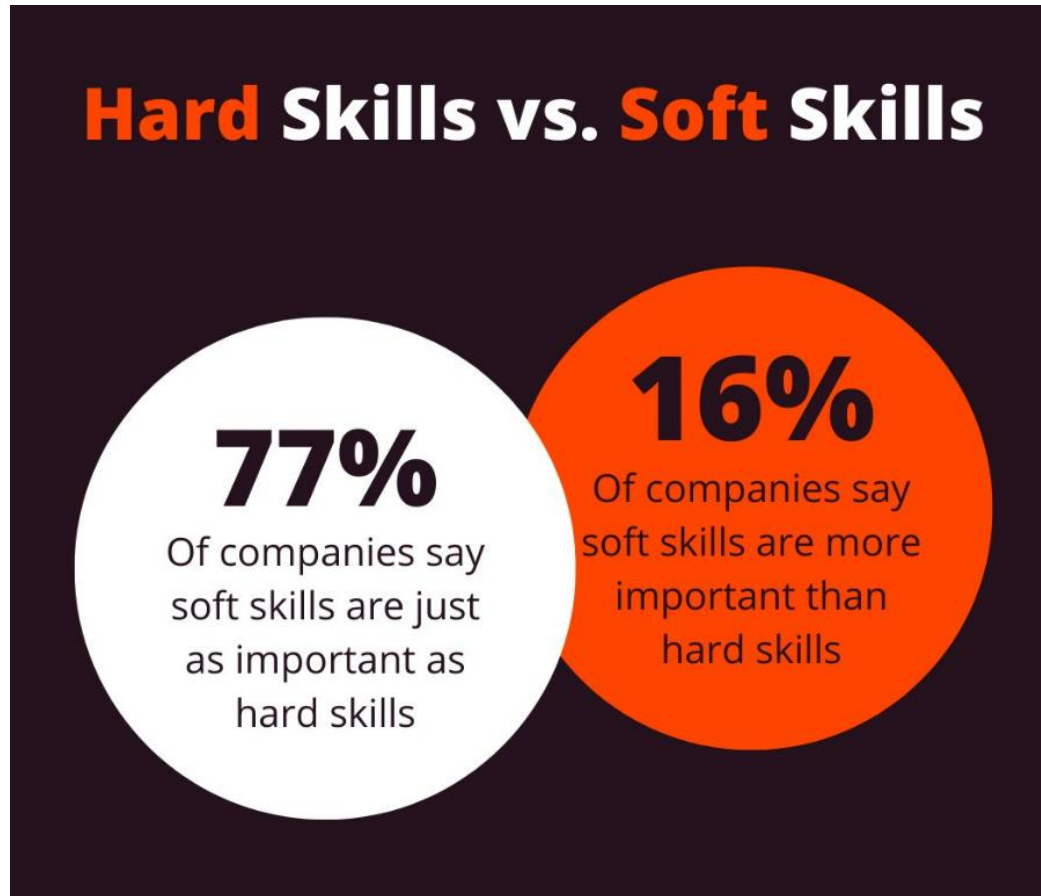
Why do soft skills matter?



- **85%** of job success comes from having well-developed soft skills, and only **15%** of job success comes from technical skills
- **97%** of employers said soft skills are as important or **MORE** important than hard skills
- **92%** of hiring managers agree that soft skills are increasingly important

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Why do soft skills matter?



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The research says...

CTE programs can provide students with the soft skills that are essential for success, such as teamwork, problem-solving, and communication. Students that participate in CTE programming are exposed to additional learning experiences and set themselves apart from their peers with marketable skills.

3 Ways Career and Technical Education (CTE) Prepares Students for Success in College and Career.
February 10th, 2023. Lisa Tunnell, M.Ed. Jr. Product Manager - Pathways and Evaluation

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Using 6 Different Pathway-Specific Scenerios

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Scenario-Based Learning

Creates sticky learning experiences.

Facilitates problem-solving in learners.

Provides guided exploration to learners.

Provides a safe practice zone to gain proficiency and mastery.

Allows learners to make mistakes and through feedback, reinforcing the right approach.

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Scenario Resource



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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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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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Pathway: Therapeutic Services (Nursing)

RealCareer™ Employability Skills Program
Nursing Careers

Time Management

Scenario: Ethan, a nurse on a surgical floor, has five patients and he is one hour into his shift. Two patients have just come back from surgery and need frequent assessments. Another is receiving blood, which also needs to be monitored. He reaches out for help from the nursing assistant, but she is too busy. He hasn't been in yet to check on the other two patients who need their morning medications.

Points of view to consider

- Ethan, a nurse
- The patients

Key questions

- How do nurses manage their time between multiple patients?
- What can Ethan do to reorganize himself?
- How do the patients feel if the nurse seems rushed?

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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?

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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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Pathway: Restaurants / Food & Beverage / Culinary

RealCareer™ Employability Skills Program Culinary Careers

Listening

Scenario: Jenny is a hostess at the restaurant you manage. A couple approaches her and lets her know there will be 6 people in their party, but one is in a wheelchair, so they will need a table with extra space if there is one available.

When Jenny gets ready to seat the party, she begins leading them through crowded tables to the back of the restaurant even though there is a table available with more space closer to the door. The family becomes frustrated and asks to speak to you, the manager. They complain that the hostess hasn't listened to their specific concerns and requests. Jenny explains to you that she was trying to seat them in a specific section because the server hadn't had as many customers that evening. You've had issues with Jenny ignoring requests from customers in the past.

Points of view to consider

- You, the manager
- Jenny, the hostess
- The family
- The servers working that shift

Key questions

- How would you feel if it was your family member that was in a wheelchair?
- How could Jenny have handled the situation differently?
- How can you help Jenny to listen more carefully to customer requests in the future?
- What can you do, as the manager, to rectify the situation?

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Classroom Activities Using Scenarios

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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’

The Time Management Challenge

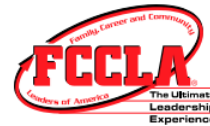


- Create a list of tasks and point value for each
- Divide into small groups
- Give 10 minutes to collect points by performing tasks
- Debrief

Using CTSO Competitions

FCCLA Star Events to practice soft skills

- Interpersonal Communications / Job Interview



HOSA

- Interviewing Skills



FFA

- Employment Skills - Networking



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Using Scenarios to Teach Hard Skills

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Using Scenarios to Teach Hard Skills



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Health Science - Nursing



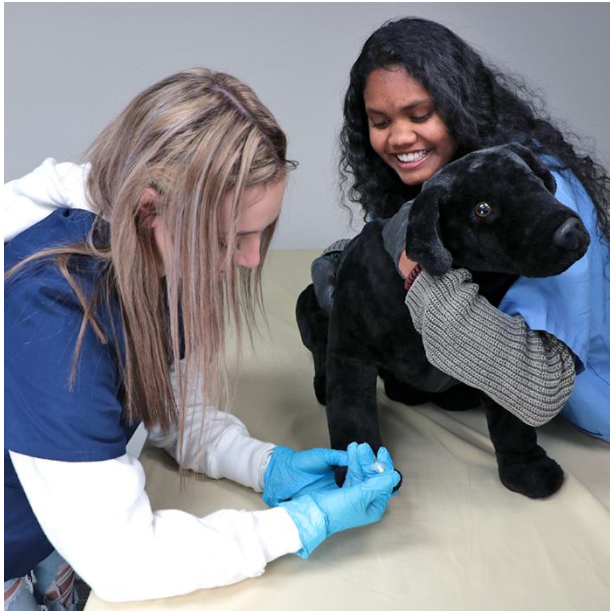
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Human Services/Teaching Training- Child Care



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Agriculture – Vet Tech



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Realityworks Soft Skill Programs

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Employability Skills Program Contents Addresses 20 Soft Skills



- 19-lesson Teacher Guide
- 33 Presentation Slides
- 19 Career-Ready Workplace Scenario Cards
- Pre & Post-Assessment
- Certificate of Completion
- Student Workbooks

<https://www.realityworks.com/product-category/soft-skills-training/>

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What are soft skills?

- Communication
- Teamwork
- Problem Solving
- Critical Thinking
- Using Technology
- Time Management
- Interviews
- Motivation
- Work Ethic
- Listening
- Respect
- Responsibility
- Flexibility
- Interpersonal Skills
- Negotiation
- Networking
- Patience
- Presentation Skills
- Self-Confidence
- Stress Management

RealCareer™ Leadership Soft Skills Program



Teacher Guide
Student
Workbooks
Scenario Cards

<https://www.realityworks.com/product/leadership-soft-skills-program/>

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RealCareer™ Leadership Soft Skills Curriculum

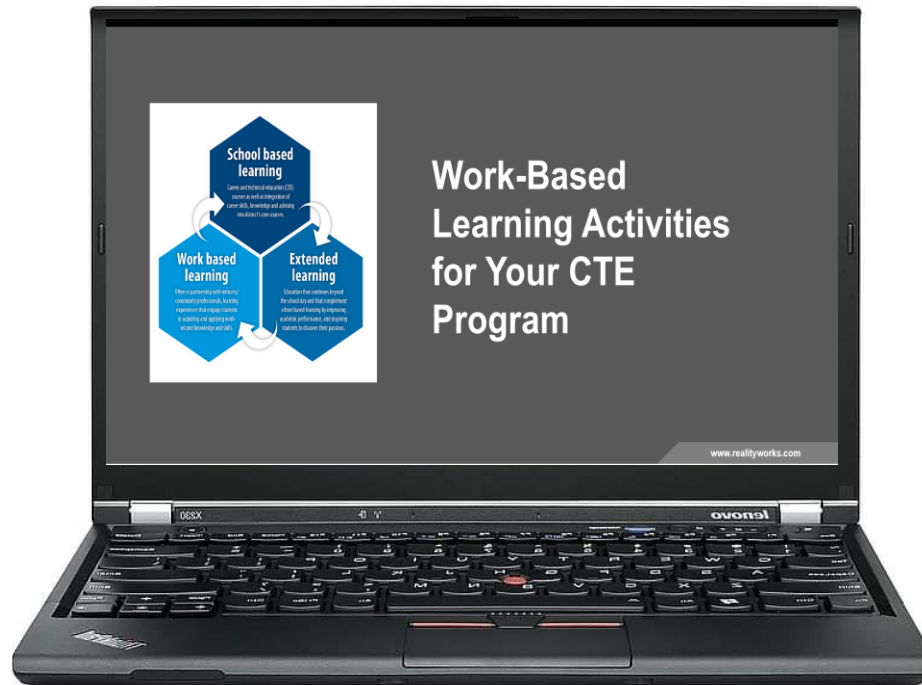
- Trust
- Professionalism
- Coaching and Mentoring
- Conflict Resolution
- Decision-Making & Goal Setting
- Delegation
- Honesty & Integrity
- Diplomacy and Tact
- Determination
- Empathy
- Servant Leadership
- Team Building
- Visionary Leadership
- Optimism
- Public Speaking
- Observation
- Creativity
- People Skills

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Additional Resources

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Realityworks Webinars



<http://realityworks.com/webinars>

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More FREE Resources

FREE Posters infographics

<https://www.realityworks.com/resources/realityworks-interactive-posters-downloads/>

Career Soft Skill Lessons

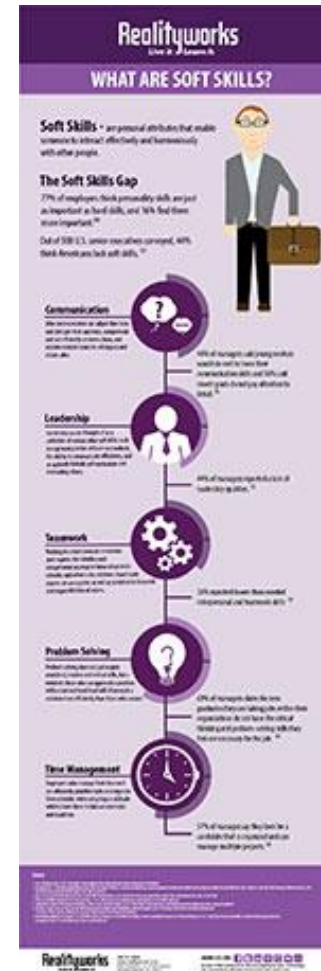
<https://www.realityworks.com/resources/free-lesson-plans/>

Free Lesson Plans

We partnered with subject matter experts to create curricula that provide valuable career exploration and skill development opportunities. Use these lesson plans to engage your students in topics related to our hands-on learning aids, like high-demand career exploration, soft skill development, STEM concepts and more.

- Agriculture career exploration
- Business and marketing career exploration
- Culinary arts and food science career exploration
- **Employability-Skill Development**
- Entrepreneurship activities
- Exploration of careers in therapeutic services
- Family & Consumer Sciences (FCS) career exploration
- Health sciences career exploration
- Dental career exploration
- Human Services career exploration
- Sports medicine career exploration
- STEM for FCS programs
- Trade skills career exploration
- Veterinary technician career exploration
- Welding career exploration

[ACCESS FREE LESSON PLANS](#)



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A hand holding a globe covered in social media icons like thumbs up, hearts, and various symbols, with the text "SOCIAL MEDIA" prominently displayed in the center.

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Any
questions??

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For more information please contact Realityworks, Inc.
through email at information@realityworks.com
or call toll free at 800.830.1416



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