



**RealCareer™
Employability
Skills Program**

**CAREER-READY
WORKPLACE
SCENARIO CARDS**

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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.

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?

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?