

WORKPLACE ROLE-PLAY GUIDE

Student Instructions & Scenarios for Professional Communication

Scenario 1: The "Accidental Meeting" (The Elevator Pitch)

The Setup

You unexpectedly bump into a CEO, a potential high-value investor, or your absolute dream client in a casual, fleeting setting (an elevator, a busy coffee shop line, or an airport lounge). You only have a brief window to make an impact.

Role A: The Professional	• Your Goal: Introduce yourself concisely and generate genuine interest in what you do. • Your Tasks: Break the ice naturally, deliver a clear 90-second explanation of your value proposition, and secure a business card or connection before the encounter ends.
Role B: The Executive	• Your Goal: Act like a busy, important professional who is polite but short on time. • Your Tasks: Listen to the approach. Respond naturally based on how engaging and professional Partner A is. Be ready to give your card if they impress you.

Scenario 2: The Crisis Management Meeting

The Setup

Your department is hit with an immediate corporate emergency (e.g., the main e-commerce website has crashed on Black Friday, or a vital international shipment is delayed by two weeks, threatening a major client deadline).

Role A: Department Lead	• Your Goal: Outline the gravity of the problem and lead the team toward an immediate solution. • Your Tasks: State the issue clearly, manage the meeting time, call on your colleague for input, and help finalize a clear 3-step action plan.
Role B: Operations Specialist	• Your Goal: Evaluate potential solutions while protecting the company's resources and timeline. • Your Tasks: Brainstorm alternatives, professionally challenge risky ideas, and agree on practical tasks your team can realistically execute.

Scenario 3: The Gentle Art of Saying "No"



The Setup

An urgent, high-stakes task needs to be completed, but the employee is already entirely overwhelmed with existing, critical deadlines.

Role A: The Demanding Manager	• Your Goal: Get this new project or weekend shift covered immediately because the department is under heavy pressure. • Your Tasks: Explain why this extra task is incredibly urgent, push gently for compliance, but remain open to a professional compromise if proposed.
Role B: The Overburdened Employee	• Your Goal: Protect your time, workload, and output quality without sounding uncooperative or lazy. • Your Tasks: Validate the urgency of the request, clearly but firmly decline the impossible workload, and pitch a practical counter-offer or alternative solution.



Dynamic Fluency Tip for Students

Do not look for perfect grammar! Focus entirely on **clear delivery, active listening, and professional diplomacy**. Respond to what your partner actually says, not just what you practiced. Use your target phrase sheet to help navigate your goals smoothly!