

Event	PRUConversations: Navigating Growth Together
No. of Participants	21 Managers (1 Cohort)

1st Session of Role Play — Usual Scenarios

Role Play Scenario 1: Promotion Discussion

Employee Perspective:

You are a senior software engineer who has consistently delivered high-quality work over the past few years. You are seeking a promotion to a team lead position to take on more responsibilities and lead a project.

Manager Perspective:

As the engineering manager, you recognise the employee's technical expertise and dedication. You need to discuss their readiness for a leadership role, assess their management skills, and align expectations for the new position.

Role Play Scenario 2: Performance Review

Employee Perspective:

You are a marketing specialist who has recently implemented a successful campaign. You are eager to receive feedback on your performance, discuss your growth within the company, and set goals for the upcoming year.

Manager Perspective:

As the marketing manager, you appreciate the employee's creativity and strategic thinking. During the performance review, you need to provide feedback on their campaign, discuss areas for skill enhancement, and outline objectives for the next quarter.

Role Play Scenario 3: Career Development Planning

Employee Perspective:

You are a sales associate looking to advance in your career. You want to discuss your long-term goals, explore opportunities for advancement, and receive guidance on skill development.

Manager Perspective:

As the sales director, you recognise the employee's potential for growth. In the career development planning session, you need to discuss their career aspirations, provide insights on possible career paths within the company, and suggest training programs to enhance their skills.

Role Play Scenario 4: Salary Negotiation

Employee Perspective:

You are a project manager who has consistently exceeded project goals. You are requesting a salary increase to align with industry standards and recognize your contributions.

Manager Perspective:

As the HR manager, you understand the importance of fair compensation. During the salary negotiation, you need to review the employee's performance, discuss market benchmarks, and consider budget constraints while ensuring the employee feels valued and motivated.

Role Play Scenario 5: Feedback on a Project

Employee Perspective:

You are a graphic designer who just completed a branding project. You seek feedback on your design choices, client interaction, and project management skills.

Manager Perspective:

As the creative director, you appreciate the employee's creative approach. When providing feedback on the project, you need to highlight successful design elements, suggest improvements for future projects, and discuss opportunities for professional growth.

Role Play Scenario 6: Flexible Work Arrangements

Employee Perspective:

You are a customer service representative with childcare responsibilities. You are requesting a flexible work schedule to balance work and family commitments.

Manager Perspective:

As the customer service manager, you understand the employee's need for flexibility. In discussing the request, you need to consider operational needs, evaluate the impact on team dynamics, and find a solution that supports both the employee's needs and company objectives.

Role Play Scenario 7: Conflict Resolution

Employee Perspective:

You are a project coordinator who has a disagreement with a team member over project priorities. You seek guidance on how to address the conflict and maintain a professional working relationship.

Manager Perspective:

As the project manager, you need to mediate the conflict between the employees, foster open communication, identify underlying issues, and guide them towards a resolution that promotes collaboration and teamwork.

In these detailed role-play scenarios, employees and managers are placed in realistic workplace situations that require effective communication, problem-solving skills, and collaboration to navigate career-related discussions successfully.

2nd Session of Role Play — Heated Conversations

Role Play Scenario 1: Promotion Discussion

Employee Perspective:

You are a senior software engineer who feels unfairly passed over for promotions multiple times. You are frustrated and demand immediate recognition for your hard work and contributions.

Manager Perspective:

As the engineering manager, you need to handle the employee's outburst professionally. You must address their frustrations, provide clarity on promotion decisions, and guide the conversation towards a constructive resolution.

Role Play Scenario 2: Performance Review

Employee Perspective:

You are a marketing specialist who strongly disagrees with the feedback provided during the performance review. You feel undervalued and question the manager's judgement.

Manager Perspective:

As the marketing manager, you face the employee's resistance to feedback. You must remain calm, address their concerns, explain the rationale behind the feedback, and work towards finding common ground for improvement.

Role Play Scenario 3: Career Development Planning

Employee Perspective:

You are a sales associate who confronts your manager about feeling neglected in terms of career growth opportunities. You express your disappointment and demand a clear plan for advancement.

Manager Perspective:

As the sales director, you need to manage the employee's confrontational approach. You must listen to their grievances, acknowledge their feelings, provide honest feedback on performance, and guide them on potential career paths while addressing their concerns.

Role Play Scenario 4: Salary Negotiation

Employee Perspective:

You are a project manager who gets visibly upset during a salary negotiation meeting due to feeling undervalued. You express your frustration and threaten to seek better-paying opportunities elsewhere.

Manager Perspective:

As the HR manager, you face the employee's anger and threats during the negotiation. You must handle the situation tactfully, address their concerns about compensation, discuss the company's position, and work towards a resolution that acknowledges the employee's value.

Role Play Scenario 5: Feedback on a Project

Employee Perspective:

You are a graphic designer who reacts defensively to critical feedback on your recent project. You argue against the feedback, expressing your dissatisfaction with the evaluation.

Manager Perspective:

As the creative director, you encounter the employee's defensive reaction. You need to navigate the conversation delicately, reaffirm the purpose of feedback, provide specific examples for improvement, and encourage a more open-minded approach to feedback.

Role Play Scenario 6: Flexible Work Arrangements

Employee Perspective:

You are a customer service representative who becomes emotional and confrontational during a discussion about flexible work arrangements. You express frustration with the lack of support for work-life balance.

Manager Perspective:

As the customer service manager, you must handle the employee's emotional outburst. You need to remain composed, address their concerns about work-life balance, explore alternative solutions, and find a way to support the employee while maintaining operational efficiency.

Role Play Scenario 7: Conflict Resolution

Employee Perspective:

You are a project coordinator involved in a heated argument with a team member over project responsibilities. The disagreement escalates, leading to raised voices and accusations.

Manager Perspective:

As the project manager, you face a volatile situation between team members. You must intervene promptly, de-escalate the conflict, facilitate a constructive dialogue, and guide the team towards a resolution that promotes collaboration and professionalism.

In these intense and heated role-play scenarios, employees and managers are challenged to navigate emotionally charged conversations, maintain professionalism, and work towards resolving conflicts or issues constructively in the workplace.