

## MODULE 1. GET TO KNOW YOURSELF

**READY  
TO  
START**

### **3. MATERIAL FOR PARTICIPANTS: ROLE-PLAY**



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## **3A. MATERIAL FOR PARTICIPANTS: ROLE-PLAY**

### **Role-play 1: Resolving a conflict within a team**

**Situation description:** a conflict has arisen between two members in a project team. A person with high interpersonal skills - an HR consultant mediates to resolve the conflict and restore harmony within the team.

#### **Roles:**

- **mediator (HR)** - you are an HR consultant who helps teams communicate better and resolve conflicts, your job is to resolve conflict between 2 employees.
- **two people involved in a conflict** - an employee and a supervisor. A conflict of values arose between the 2 people. A new foreign employee has arrived in the company. He established relations with most of the employees very quickly, but 2 people report unequal treatment in the allocation of tasks by the supervisor.
- **observer**



## **3B. MATERIAL FOR PARTICIPANTS: ROLE-PLAY**

### **Role-play 2: Analysis of sales data**

**Situation description:** the company has noticed a drop in sales in the last quarter. A person with strong analytical skills (data analyst) analyses the sales data and presents findings and recommendations to the management team.

#### **Roles:**

- **data analyst** - you are a data analyst who processes, interprets data and makes business decisions, your job is to analyse sales data from the last quarter
- **management team** - the sales management team reports a problem with a 10% drop in turnover. The company is involved in logistics, transporting goods for various manufacturers.
- **observer**



## **3C. MATERIAL FOR PARTICIPANTS: ROLE-PLAY**

### **Role-play 3: Resolving a technical problem**

**Situation description:** a serious technical problem has occurred in the company's IT system. A person with high technical skills (IT engineer) diagnoses the problem and develops a solution to restore the functionality of the system as soon as possible.

#### **Roles:**

- **IT engineer** - you are an IT engineer, responsible for diagnosing and fixing technical problems in the production of a computer game. The game is due to be released at the fair in a week's time and has been tested
- **a system user** reporting a problem of serious technical errors that may affect the delay of a release.
- **observer**