



PRACTICE SIMULATION #2
RESPONSE BOOK



RESPONSE 1

You have diligently researched certification exemption provisions. Unfortunately, none exist; the certification audit must proceed as planned.

*Circumstances do not allow you to avoid this project.
Please return to the question you were working on and
make another selection.*

RESPONSE 2

Creating a spreadsheet to organize the tasks was very helpful. The server is down, however, and you are unable to send the spreadsheet out to the managers.

Given this turn of events, you reconsider this option and decide to take a different approach.

Please return to the question you were working on and make another selection.

RESPONSE 3

You have assigned tasks sequentially until they were all distributed. The supervisors and staff balk at this approach so you are forced to change your course.

*Circumstances do not allow you to pursue this course.
Please return to the question you were working on and
make another selection.*

RESPONSE 4

You have told the team to stop doing this documentation for the duration of this project. It is critical when making such a decision to understand the consequences: Is this permissible? Will we pass certification without it?

By coincidence, you attend a meeting that afternoon with one of the auditors and casually mention it to him at the break. He tells you that you cannot omit this documentation.

*Circumstances do not allow you to pursue this action.
Please return to the question you were working on and
make another selection.*

Response 5

You contacted HR and they lent a sympathetic ear. However; they told you that there isn't really anything they can do unless a pattern of such activity occurs.

You mull it over and decide you must take a different approach.

Please return to the question you were working on and make another selection.

RESPONSE 6

You have told the employee that they may not make decisions like this in the future. He/she becomes very upset and storms out of your office.

You pause and reflect on the situation and decide there must be a better approach to this problem.

Please return to the question you were working on and make another selection.

RESPONSE 7

Your intent is one of support and encouragement. These employees have pent up frustration over numerous similar circumstances, however, and are seeking a more meaningful change.

Please return to the question you were working on and make another selection.

RESPONSE 8

Assigning one of these individuals to facilitate the next meeting demonstrates your awareness of the frustration being felt by these individuals. Your solution does not meet their need, however. Instead, it makes them feel you don't really understand them either.

You sense their unease and tell them that you have another idea that is more suitable.

*Please return to the question you were working on and
make another selection.*

