

# Scenarios & Solutions

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June 2025



# Check-in

<https://checkin.daresay.io/>

You choose the check in!

- Caring
- Daring
- Laid-back
- Work-focused



**Share a challenging  
scenario you faced  
this past school year.**

Turn to a partner and share your answer to this question. You have 2 minutes - 1 minute per partner.



# We will:

- Practice responding to challenging interactions with parents, faculty, and students;
- Receive constructive feedback from peers and facilitators in a supportive environment;
- Build a toolkit of practical communication strategies applicable to various situations.



# Setting the Stage:

- ★ Active listening strategies
- ★ De-escalation techniques
- ★ Professional boundaries



# Feedback:

- ★ I noticed...
- ★ Next time, try...
- ★ One suggestion is...



## **Small Group Role Plays**

1. Groups of 3-4 people
2. Choose scenario (4-6 different scenarios)
3. Assign roles: Administrative Assistant, Challenging Person, Observer(s)



## **Small Group Role Plays**

Structure:

- 5 minutes per role-play
- 3 minutes for observer feedback
- 2 minutes to document strategies that worked
- Rotate roles for the next scenario





## **Debrief and Strategy Sharing**

1. Each group shares one key insight or effective strategy they discovered.
2. What patterns are emerging?



## Action Planning:

1. **One** communication technique they'll implement immediately
2. **One** difficult scenario, they feel better prepared to handle
3. **One** area they'd like to continue developing

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