Communication Sciences and Disorders

Hearing Impaired

Today you are meeting Jonathan. Jonathan is in the 6th grade and is hearing impaired. He has seen several speech therapists before coming to this school. This is just an introduction meeting. He is a pleasant young man but is getting increasingly frustrated with his speech.

New Patient

In this scenario, you will meet with a new potential patient at school. She is approximately 10 years old, and has been referred to your office by her pediatrician because she seems to have some hearing loss. She complains of earaches often, and has difficulty hearing her teacher at school. As a specialist, you will talk with her to assess what is going on and what treatments or therapies are available to her. Challenge 1: Get to know the patient. Talk with her to find out when she started having trouble hearing. Challenge 1 Performance Objective: Establish rapport with the girl so she will feel more comfortable talking about the problems with her ears. (Can also meet with patient and parent in medical office).

Stuttering

Today you are meeting with Corbin Banyan. He is 36 years old and a stutterer since the age of 4. This is your first meeting with him. During this scenario, you need to establish rapport and determine what treatments are needed.
Financial Planner

For this scenario, you will be sitting down with a new potential client in her 30’s who recently inherited $400,000 from her husband’s death. She has never been able to afford to invest before, as she has always barely been able to keep the ends met, but she is not considering investing in her future, but is very uncertain. You are to comfort, inform, and assure her that investing the money would be the best way to ensure the best future. What other services might you provide her with?

Home Loan Specialist

You are a mortgage specialist and your salary depends on the number of loans you are able to close and the rates those loans go for. In this case, you are working with a family who have chosen a home that is a little above their means, but depending on the type of loan you give them, you can get it to work for them, at least for now. How will you advise this couple to move forward?

Interview at a large Wall Street Firm

You have always wanted to work at the NYSE. You have managed to get an interview and have travelled to New York for this once in a lifetime opportunity. You will have a panel of 3 executives who will test your knowledge of the market and how trading works to see if you have what it takes to get an entry-level position at their firm.
Marketing and Supply Chain Management

Elevator Pitch

In this scenario, you just had a chance meeting with Jason Flora and he has agreed to give you a few minutes to hear you out. He oversees purchasing all of the cleaning supplies for Bennington’s Hotel. You are giving an “elevator” pitch of an everyday household product to Mr. Flora. You may choose to pitch any of the following products: Window cleaner, Laundry detergent, Dishwashing soap and Fabric softener. Mr. Flora has been using the products for years and might be reluctant to switch. You will have just a few minutes to set up a demo of your products at a later date.

HR & Leadership: Performance Intervention - Late to Work

You lead a team of 20 customer service representatives who provide dedicated customer support to the 100 largest customers of Universe, a technology company in Dallas, Texas. Your best employee, Max Walker, has recently been coming into work late. While his overall performance has been great, his tardiness has led to delayed response times for some of your best customers.

Your objective is to:

- Communicate that this behavior will not be tolerated
- Diagnose what is causing the change in behavior
- Motivate him to change his behavior in a way that will help you retain one of your brightest employees

HR & Leadership: Performance Intervention - Emotion Control

You lead a team of 20 customer service representatives who provide dedicated customer support to Universe, a large technology company. One of your
employees, Dani Zanders, is generally an effective employee. She is smart, dedicated and passionate about serving her customers. However, on a number of occasions, she has let her emotions get the best of her. You have witnessed it in a few team meetings. Most recently, Dani has become adversarial with a fellow worker in the break room today and you have called her into your office for a performance intervention. Your objective is to:

- Communicate that this behavior will not be tolerated
- Get her to understand how this behavior negatively impacts her performance for her customers
- Motivate her to change her behavior

Social Media

Linda Reyna is the owner of hip new Mexican restaurant “La Reyna” (the Queen). Business is doing ok but it’s not great. You visited the restaurant and were very pleased with everything they had to offer, but you noticed that they had zero social media presence. You have set up this meeting to show her the importance of social media and how it will bring in more business. You have 4 minutes to ask open ended questions to figure out her needs and wants. Then you must sell her on the idea of social media.

Sales Training

You are a cellphone sales representative. George Marrera, the avatar you see in this handout, uses a different phone for his leadership team (10 people) at Cosmos, a technology company in Dallas, Texas. Your objective is to:

- Convince him that he should switch to your brand (annual contract $175/user per month (free phone, unlimited data/voice, and insurance).
- Use questions to uncover insights into George’s situation
Dealing with Divorce

In this scenario, you are meeting with Mr. Sanchez for the first time. You know that he is going through a divorce and that he has one child. This discovery meeting is for you to gather as much information as possible and then create a plan together for further treatment if necessary.

Depression

Denise is a 43 years old woman with three children. Her family has just moved to the area, and this is her first visit to a psychiatrist in town. Her last treatment was with a family practitioner 6 months ago. Chief Complaint: The patient states that she is having trouble sleeping. Participant Tasks: You have 20 minutes and you will be assessed on communication skills as well as your history taking skills. At the end of the encounter, you will have 10 minutes to briefly write up:

- The history of present illness
- Mental status exam
- Differential
- Initial plan of care including tests and further work-up to support your diagnosis.

Parent in Hospice

You have been called into Howard Middle School to meet with Jasmine Logan. She is in the 6th grade and is having trouble coping with her mother’s cancer. She has begun lashing out at teachers and students and has lost a lot of weight. She has become very closed off so getting her to talk might be difficult. Your goal is to establish rapport and try to get her to open up about her mother’s illness.
School Nurse

You have recently taken over as the school nurse at an elementary school. It’s lunch time, and a second grade student (Madison) has been brought to your office with an upset stomach.

Madison’s chart shows that she has reported to the Nurse’s office several times this year, and tends to recover after some time alone speaking with the nurse. While it was noted that she may have issues with social anxiety, no formal diagnosis has been made.

Your Tasks: You have 10 minutes to:

• Build rapport with the student
• Assess the nature of her discomfort
• Decide whether she should be referred for further care

Nutrition Science

Mom concerned about child’s weight

You are meeting with Dani, a very loving mom who has come to see you because she is worried her daughter, Jasmine, is too thin. Jasmine has recently gone through a growth spurt and grown a couple of inches quickly, but Dani feels she is just skin and bones. She makes sure the family eats together each night, and wants to make sure everything is ok. It is up to you to find out the types of foods Jasmine eats, her height and weight and determine if she seems to be underweight, undernourished or put Dani’s fears to rest. This may need a follow-up meeting with Jasmine as well.
**New Patient at Long-Term Care Facility**

There is a new patient at the long-term care facility you work at and you need to determine a meal plan for them. This patient is able to answer questions for you, but does have some mobility issues, so cannot go to the dining room each night.

**Patient New to Diabetes**

You are a dietitian at a health care clinic and you will be speaking with a person who has recently been diagnosed with Type 2 Diabetes about his new diagnosis, medicines, and most importantly diet. The patient will provide to his/her test results and you will work with him/her to determine if the diabetes can be controlled by diet and how that may be possible.

**Political Science**

**The Interview**

Senator Grant Maxwell has an opening in his intern department. He is a Democrat from Florida and a champion for strict gun control. He has been on the hill for 25 years. His hobbies include football, golf and occasionally playing the drums in his church band. You are interviewing for the intern position.

**The Scandal**

You are the press secretary for Governor Jessica Hardy. Recently, she was accused of misappropriating political funds for personal gain. There is a strong feeling that she used taxpayer money to pay for vacations for her family, renovating her family home, and her husband’s car dealership. You have agreed to an exclusive interview with Linda Rodriguez of Pulse of the Nation.