HANDOUT 6-1a: SCENARIO 1 ROLES

Facilitator

Use the skills and strategies you have learned to facilitate the Interstate Work Group meeting. The outcome of this first meeting is to identify and analyze the problems related to the processing of interstate cases and to come up with recommendations for addressing these problems.

HANDOUT 6-1b: SCENARIO 1 ROLES

Interstate Work Group Member

Once the discussion begins, allow several minutes to pass and then begin to act frustrated and impatient. Tell the facilitator and group members that you're very busy and that this meeting is a waste of your time. Interrupt other group members when they are speaking. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-1c: SCENARIO 1 ROLES

Interstate Work Group Member

Be yourself. Participate as you normally would in this meeting.

HANDOUT 6-1d: SCENARIO 1 ROLES

Interstate Work Group Member

Be yourself. Participate as you normally would in this meeting.

HANDOUT 6-1e: SCENARIO 1 ROLES

Interstate Work Group Member

Be yourself. Participate as you normally would in this meeting.

HANDOUT 6-1f: SCENARIO 1 ROLES

Interstate Work Group Member

Be yourself. Participate as you normally would in this meeting.

HANDOUT 6-2a: SCENARIO 2 ROLES

Facilitator

Use the skills and strategies you have learned to facilitate the task force meeting. The outcome of this meeting is to identify the appropriate staff who can accurately distribute child support collections and who can clearly describe the process when answering inquiries.

HANDOUT 6-2b: SCENARIO 2 ROLES

Manager, Accounting Department

Identify yourself as the manager of the accounting department to your group. Your position on the issue is that it is not your staff's responsibility to answer inquiries about the distribution of arrearage payments. Once the discussion begins, allow several minutes to pass and then begin to act in a hostile and defensive manner toward the facilitator and other group members. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-2c: SCENARIO 2 ROLES

Task Force Group Member

Your position on the issue is that the accounting department staff are the most appropriate people to handle inquiries about distribution of the arrearage payments. You think that the accounting department manager is avoiding responsibility for something that his/her department should handle. You know from past experience that he/she tries to push tasks off on other managers in the agency. You're determined not to let him/her get away with it again. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-2d: SCENARIO 2 ROLES

Task Force Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-2e: SCENARIO 2 ROLES

Task Force Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-2f: SCENARIO 2 ROLES

Task Force Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-3a: SCENARIO 3 ROLES

Facilitator

Use the skills and strategies you have learned to facilitate a meeting with managers in your child support enforcement agency. The outcome of this meeting is to identify why caseworkers have difficulty using the statewide-automated child support enforcement system and lack basic understanding of child support functions and to come up with solutions.

HANDOUT 6-3b: SCENARIO 3 ROLES

Manager, Training Program

Your position is that the training given to new caseworkers on the statewide-automated child support enforcement system does provide them with a basic understanding of child support functions. You feel strongly that the problem is with the programming of the system. It's confusing, more complicated than it need be, and the technical support isn't there when needed. On several occasions, you have talked about the problem with the manager responsible for the system's programming. However, he/she has not been responsive and just says it's your training that's the problem.

During the discussion, act in a defensive and angry manner. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-3c: SCENARIO 3 ROLES

Manager, Systems Support

You think that the training given to new caseworkers on the statewide-automated child support enforcement system is inadequate. The training manager has called you several times to tell you that the problem is with the programming. You're tired of hearing this and just wish he/she would quit blaming you.

During the discussion, act frustrated and impatient with the training manager. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-3d: SCENARIO 3 ROLES

Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-3e: SCENARIO 3 ROLES

Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-3f: SCENARIO 3 ROLES

Group Member

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-4a: SCENARIO 4 ROLES

Facilitator/Manager

You are manager of the Customer Service Unit. Because of the recent complaints of poor customer service provided by your staff, your boss has told you in no uncertain terms that customer service is a priority and you are responsible for improving the quality of service your staff provides to the clients. You have called a meeting with your staff to discuss ways to improve service and still get the work done.

Use the skills and strategies you have learned to facilitate a meeting with your staff. The outcome of this meeting is to identify strategies for improving the level of customer service while completing assignments in a timely manner.

HANDOUT 6-4b: SCENARIO 4 ROLES

Caseworker

You are feeling overwhelmed with the number of phone calls and drop-ins that occur every day. These constant interruptions interfere with getting your work done. You feel the situation is hopeless, so why bother speaking up in the meeting.

During the discussion, act depressed by sighing, avoiding eye contact, slouching in your chair, etc. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-4c: SCENARIO 4 ROLES

Caseworker

You are unable to complete your assignments on time because of the constant interruptions by clients who drop in and the large number of phone calls. You feel that you're wasting valuable work time with these interruptions but the agency's administration is demanding that customer service be a priority. You've expressed your concerns to your manager and are feeling angry with him/her because you feel that he/she did not adequately represent these concerns to the administration.

During the discussion, act angry with your manager and attempt to dominate the discussion. Be authentic in your role, but do not "overplay" it.

HANDOUT 6-4d: SCENARIO 4 ROLES

Caseworker

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-4e: SCENARIO 4 ROLES

Caseworker

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-4f: SCENARIO 4 ROLES

Caseworker

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-5a: SCENARIO 5 ROLES

Facilitator

Use the skills and strategies you have learned to facilitate a meeting between the Establishment caseworkers and other child support enforcement units. The outcome for this meeting is to identify solutions to the problem of conducting interviews in employee workspace because interview rooms are unavailable.

HANDOUT 6-5b: SCENARIO 5 ROLES

Establishment Caseworker

Although the new building has secure interview rooms, you find you can get more interviews done in a day if you don't wait for an available secure interview room. So you've been taking your clients into your workspace. Other units are complaining and feel it poses a safety risk. There have been past incidents with clients being abusive, but you've always managed to handle it. You feel very strongly that people are overreacting.

Be an active participant in the group's discussion; however, begin to engage the people sitting beside you in side conversations. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-5c: SCENARIO 5 ROLES

Other CSE Staff

You're not responsible for interviewing clients. You really didn't want to attend this meeting and feel it's a waste of your time. It doesn't bother you if clients are in the workspace. You just mind your own business.

During the group discussion, act disinterested by shuffling through your papers, writing lists, leaving the table several times to talk on the phone, etc. Be authentic in your role, but don't "overplay" it.

HANDOUT 6-5d: SCENARIO 5 ROLES

Other CSE Staff

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-5e: SCENARIO 5 ROLES

Establishment Caseworker

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-5f: SCENARIO 5 ROLES

Establishment Caseworker

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-6a: SCENARIO 6 ROLES

Facilitator

Use the skills and strategies you have learned to facilitate the team's first meeting. The outcome of this meeting is to identify and agree on the process that the team will follow in order to create a career development program for OCSE staff.

HANDOUT 6-6b: SCENARIO 6 ROLES

Team Member

You are part of a team which is charged with creating a career development program for your agency's staff. This is your team's first meeting.

You are excited to be part of this team because you are committed to the ongoing professional development of OCSE staff. You have some definite ideas for the agency's career development program and the steps the team should take to create it. You believe that this is an opportunity to look at some really creative and innovative approaches to career development. However, in your excitement, you tend to "ramble" and take a long time to make your point.

Be authentic in your role, but don't "overplay" it.

HANDOUT 6-6c: SCENARIO 6 ROLES

Team Member

You are part of a team charged with creating a career development program for your agency's staff. This is the team's first meeting.

You really didn't want to be on this team but your boss insisted. You think the agency is wasting its time and resources on a career development program. You believe individuals are responsible to develop themselves professionally on their own time and at their own expense. After all, you did it that way and look how far you've progressed in the agency.

Be authentic in your role, but don't "overplay" it.

HANDOUT 6-6d: SCENARIO 6 ROLES

Team Member

You are part of a team charged with creating a career development program for your agency's staff. This is the team's first meeting.

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-6e: SCENARIO 6 ROLES

Team Member

You are part of a team charged with creating a career development program for your agency's staff. This is the team's first meeting.

Be yourself. Act as you normally would in this meeting.

HANDOUT 6-6f: SCENARIO 6 ROLES

Team Member

You are part of a team charged with creating a career development program for your agency's staff. This is the team's first meeting.

Be yourself. Act as you normally would in this meeting.