
Handout 12-2**Interruption Role-Play Scenarios, for Interruption Role Play (Structured Experience 12-9)****Scenario A (Round 1)**

Patty is a busy manager at an architectural firm. She is working on a large design project for a top client's new office space, and she has a milestone deadline next week. Patty is concentrating heavily on her work when Claire, a newly hired associate, stops by Patty's office and sits in Patty's guest chair across from her desk to ask Patty for help with some new drawing software that the firm just began to use. Although Patty doesn't mind helping Claire, she really needs to stick to her timeline and get more steps of the project completed today and tomorrow before the weekend. Meanwhile, Jack, Patty's supervisor, calls Patty and tells her that he needs to speak with her right now about an important client issue.

Interruption role choices (select one of the characters to play):

1. Patty – Manager
2. Claire – New associate
3. Jack – Supervisor

Scenario B (Round 2)

Tim, a sales representative for a software company, needs to make an important call to follow up on a proposal he sent to the CEO of a potential new client. Tim works in a cubicle in an open office environment and often finds it hard to concentrate or have a conversation in which there needs to be some sense of privacy. Just as Tim is about to make his call, Christine, a fellow salesperson who works in the next cubicle, interrupts him to ask his opinion of the proposal she's writing for a different prospect and to see if he thinks it needs some work. Luke, Tim's boss, also stops by with a pressing new project for Tim that is quite involved; it requires Tim to investigate competing software so the company knows what it is currently up against for new sales. Luke appears to be impatient and eager for Tim to start this new project right away. Tim has not had much experience dealing with situations in which his boss brings new projects to him and wants him to drop everything else, especially when there is an important client conversation he must have.

Interruption role choices (select one of the characters to play):

1. Tim – Salesperson
2. Christine – Fellow salesperson
3. Luke – Supervisor

Scenario C (Round 3)

Kate, a call center representative with a busy department store's catalog division, is on the phone with an irate customer who has had a problem with a recent order. While Kate is on the phone, Ben, a fellow employee, stops by to go with her to the kitchen for an office party to celebrate the number of catalog sales that month. Ben repeatedly checks in on Kate's

continued on next page

Handout 12-2, continued

Interruption Role-Play Scenarios, for Interruption Role Play (Structured Experience 12-9)

call, looking irritated and anxious. Diane, Ben and Kate's friend, also drops by to see why they are not yet at the party and to ask Kate a question about a catalog item. Ben and Diane start a conversation near Kate's desk and discuss a call Ben had with a customer earlier that afternoon. It appears that Kate will be on the phone for a while.

Interruption role choices (select one of the characters to play):

1. Kate – Call center representative
2. Ben – Colleague
3. Diane – Colleague