

Scenario 2

1. Scenario Title	Managing Urgency and Negative Feedback
2. Learning Objective	Develop emotional regulation and repair skills after an impatient remark triggers a tense reaction.
3. Scenario Context	The student feels stressed (a class begins soon) and interrupts the librarian, who reacts firmly. The player must choose how to respond and recover the situation.
4. Prompt Template	You are the librarian who has just been interrupted while helping another student. You respond firmly but politely, and later acknowledge when the student apologises. Keep tone factual and calm.
5. Guardrails / Constraints	<ul style="list-style-type: none">• No shouting, no humiliation language.• Include one calm redirection and one reassurance line.• Emphasise that the student's apology restores social balance.• Avoid emotional exaggeration.