Scenario 1

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| Students  Student A: A web developer  Student B: A non-technical client | Scenario  Student A is explaining the new website to their client, Student B. Student B is not familiar with technical terms and wants to understand how the website works in a simple way. Student A needs to explain the website's features and functionality in a way that Student B can understand. |

Scenario 2:

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| * Students * Student A: A technical support representative * Student B: A customer | Scenario  Student A is providing technical support to Student B, who is having trouble with their computer. Student C may be another customer who is waiting for support. Student A needs to diagnose the problem and provide a solution in a clear and concise way. |

Scenario 3:

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| * Students * Student A: A software engineer * Student B: A product manager | Scenario  Student A is explaining the design and implementation of a new feature to Student B and Student C. Student B is responsible for ensuring that the feature meets the needs of the users. Student C is responsible for testing the feature and ensuring that it works as expected. Student A needs to explain the feature in a way that Student B and Student C can understand and provide feedback on. |

Scenario 4:

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| * Students Student A: A sales engineer * Student B: A potential customer * Student C: A decision-maker at the potential customer's company | Student A is giving a presentation to Student B and Student C about their company's product. Student B is interested in the product, but they need to convince Student C, who is the decision-maker, to purchase it. Student A needs to explain the product's features and benefits in a way that is clear and compelling, and they need to address any concerns that Student B and Student C may have. |

Scenario 5:

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| * Students * Student A: A customer service representative * Student B: An angry customer | Student A is dealing with an angry customer, Student B. Student B is upset about a problem with their product or service. Student A needs to calm down Student B and resolve the problem in a satisfactory way. |