



# StreetOps Academy - Vector Assessment Centre

## Teamwork & Emotional Intelligence Evaluation

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### CASE STUDY 1: THE LAUNCH CRISIS

**Context:** Generic Workplace Scenario

**Time Allowed:** 30 minutes (Discussion + Presentation)

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#### THE SITUATION

You are part of a 7-person team at a fast-growing tech startup in Lagos. Your team has been working for 3 months on launching a new mobile app that's scheduled to go live in 2 days. The CEO has already announced the launch publicly, and early adopters are waiting.

This morning, your team discovered a critical bug that could cause users to lose their data. Fixing it will take at least 5 days of focused work.

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#### THE TEAM DYNAMICS

**Tunde (Team Lead):** Insists the launch must happen as scheduled. "The CEO promised investors. We can't look incompetent. We'll fix the bug after launch."

**Amaka (Developer):** Discovered the bug and is visibly stressed. She's been working 12-hour days and feels blamed for not catching it earlier. She's emotional and keeps saying "I should have seen this coming."

**Chidi (QA Tester):** Is angry and defensive. "I told everyone we needed more testing time, but nobody listened. Now you all want to rush again? This is exactly why we're in this mess!"

**Funmi (Designer):** Wants to keep everyone happy. She keeps saying "Maybe we can find a middle ground?" but isn't offering concrete solutions. She's uncomfortable with the conflict.

**Emeka (Junior Developer):** Is quiet and hasn't contributed to the discussion yet. He's new to the team (2 weeks) and doesn't want to seem inexperienced by speaking up.



**Bola (Product Manager):** Is on her phone, responding to the CEO's messages. She's divided between the team and management pressure. She keeps stepping out to take calls.

**Yemi (Marketing Lead):** Is panicking because he's already spent the marketing budget on the launch campaign. "If we delay, I'll have to explain to finance why we wasted 2 million naira!"

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## YOUR TASK (AS A GROUP)

1. **Discuss the situation** considering everyone's perspective
  2. **Identify the emotional intelligence issues** at play with each team member
  3. **Decide on the best course of action** (Launch on time? Delay? Something else?)
  4. **Determine how to manage each team member's emotions** and bring the team together
  5. **Present your collective decision and reasoning** including:
    - What decision did you make and why?
    - How would you handle each team member's concerns?
    - What teamwork principles guided your approach?
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## EVALUATION CRITERIA

You will be observed on:

- How you listen to each other and build on ideas
  - How you handle disagreement within your group
  - Your ability to show empathy for different perspectives
  - Creative problem-solving approach
  - How you manage time and reach consensus
  - Who takes leadership vs who supports
  - Attention to all aspects of the problem (technical, emotional, business)
  - Your presentation clarity and cohesion
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## CASE STUDY 2: THE STRUGGLING RESTAURANT

**Context:** Client Business Advisory Scenario

**Time Allowed:** 30 minutes (Discussion + Presentation)



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## THE SITUATION

You are a consulting team from StreetOps assigned to help **Mama Ngozi's Kitchen**, a popular local restaurant in Surulere, Lagos. Mama Ngozi has been in business for 8 years and built a loyal customer base through her exceptional jollof rice and pepper soup.

However, in the past 6 months:

- Sales have dropped by 40%
- 3 of her 5 longtime staff members have quit
- Customer complaints on social media have increased
- She's considering closing the business

Mama Ngozi hired StreetOps to "fix her operations" but when your team arrived for the assessment, you discovered some complex issues.

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## WHAT YOU DISCOVERED

### The Owner (Mama Ngozi):

- She's exhausted and emotional. She broke down crying during your first meeting saying "This business is my life. I don't know what I'm doing wrong."
- She refuses to increase prices despite rising food costs because "my customers are like family, I can't charge them more."
- She works 7 days a week, arriving at 5am and leaving at 11pm
- She micromanages everything and doesn't trust anyone else to handle money or make decisions

### The Remaining Staff (2 people):

- They're frustrated and overworked since the others left
- They say Mama Ngozi is "impossible to work with" - she yells when stressed and changes instructions constantly
- They want better pay and days off but are afraid to ask because she's so emotional
- They told you privately: "We love Mama, but we're looking for other jobs"

### The Customers:

- Long-time customers say the quality is still good, but service is slow
- New customers complain they can't order online and the restaurant closes too early (6pm)
- Social media reviews mention "unfriendly service" and "the owner seems stressed and it shows"



### The Competition:

- Two new modern restaurants opened nearby with online ordering, longer hours, and younger, energetic staff
- They're attracting Mama Ngozi's younger customers

### The Finances:

- Mama Ngozi showed you her expenses - she's barely breaking even
  - She's been using her personal savings to pay staff salaries
  - She has no business bank account - everything goes through her personal account
  - She doesn't track inventory; she just "knows" what she needs
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## YOUR TASK (AS A GROUP)

You need to present a recommendation to Mama Ngozi that addresses both the **operational issues** and the **emotional/human issues**.

Discuss and decide:

1. **What are the ROOT problems** (not just symptoms) at Mama Ngozi's Kitchen?
  2. **What emotional intelligence issues** do you see in Mama Ngozi and her team?
  3. **What would you recommend** she changes? (Consider operations, team management, and her own mindset)
  4. **How would you DELIVER this recommendation** to Mama Ngozi given her emotional state and attachment to the business?
  5. **What support does her team need** to stay motivated and help turn things around?
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## PREPARE TO PRESENT:

- Your diagnosis of the situation (operational + emotional)
  - Your recommended solutions (be specific and realistic)
  - How you would communicate this to Mama Ngozi with empathy
  - What role teamwork plays in fixing this business
  - What success would look like in 6 months
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## EVALUATION CRITERIA

You will be observed on:

- Depth of analysis (did you see beyond surface issues?)



- Empathy and emotional awareness (for both Mama Ngozi and her staff)
  - Creativity in problem-solving (practical solutions for an SME)
  - Balancing business needs with human needs
  - How you handle diverse opinions in your group discussion
  - Your ability to collaborate under time pressure
  - Attention to detail (financial, operational, human elements)
  - How well you present as a unified team
  - Tolerance for complexity and ambiguity
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## FACILITATOR NOTES (FOR FISAYO/ACADEMY TEAM)

### What to Observe During Discussions:

#### Teamwork Indicators:

- **Collaboration:** Do they build on each other's ideas or compete?
- **Active Listening:** Are they hearing each other or just waiting to speak?
- **Conflict Management:** How do they handle disagreement?
- **Role Distribution:** Does anyone naturally facilitate? Do quieter members get heard?
- **Time Management:** Can they organize themselves and reach a conclusion?

#### Emotional Intelligence Indicators:

- **Self-Awareness:** Do they recognize their own biases or emotional reactions?
- **Empathy:** Can they see situations from multiple perspectives?
- **Emotional Regulation:** How do they handle stress, time pressure, or disagreement?
- **Social Skills:** Can they influence, persuade, and rally the group?

#### Red Flags to Watch:

- Aggression or dominance (talking over others, dismissing ideas)
- Disengagement (not contributing, distracted)
- Rigidity (refusing to consider other viewpoints)
- Surface-level thinking (missing deeper issues)
- Poor time management (spending too long on one aspect)
- Inability to reach consensus

#### Green Flags to Celebrate:

- Drawing out quiet members
- Acknowledging good ideas from others
- Managing time proactively
- Showing empathy in analysis
- Creative, practical solutions
- Clear, cohesive presentation
- Evidence of real listening and building together



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## SCORING RUBRIC (OPTIONAL)

Rate each Vector individually on a scale of 1-5:

1. **Active Listening & Attentiveness**
  2. **Contribution Quality** (ideas, insights, questions)
  3. **Empathy & Emotional Awareness**
  4. **Collaboration & Team Support**
  5. **Creativity in Problem-Solving**
  6. **Conflict Management** (if applicable)
  7. **Tolerance for Ambiguity/Complexity**
  8. **Communication Clarity**
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## POST-ASSESSMENT DEBRIEF QUESTIONS

After both case studies, gather the team and ask:

1. "How did you feel during the discussions?"
2. "What was challenging about working together under time pressure?"
3. "Did anyone notice moments where emotional intelligence came into play?"
4. "What would you do differently if you could do it again?"
5. "What did you learn about yourself as a team member?"

This reflection helps them internalize the learning and shows self-awareness.

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**Good luck, Vectors! Remember: There's no single "right" answer. We're watching HOW you work together, not just WHAT you decide.** 