

BrookLynk Supervisor Training
Practice Scenarios for Giving Feedback Practice

Example: Being on Time

Your intern started off the first weeks being early to work each morning, but by week 3 you notice that she has come in late 3 out of the last 4 days without contacting you to let you know she will be late. She is obviously flustered as she rushes in.

Scenario 1: Cell Phone Use Etiquette

Yesterday at the staff meeting, you notice that after the first 15 minutes, your intern is checking his cell phone continuously. He's trying to be subtle by keeping his phone under the table, but it's obviously to you and others what he's doing. This is not the first time that you've noticed he has done this. He is using his cell phone to receive work calls and emails, so it's possible it is work-related, but you're concerned that he is distracted in meetings.

Scenario 2: Remains Calm and Professional When Stressed

Today, a particularly difficult client came into the office to pick up some material. Your intern, who has been helping you with this client, handles the drop-off because you are still in another meeting. You find out later from another co-worker that this client was very rude to your intern, saying that he "didn't know what he was doing" and that "someone else older" should have been given this task. Your co-worker mentions that your intern responded very professionally to the client's concerns and handled the drop-off with no problems.

Scenario 3: Taking Initiative When Stuck

When the internship started, you and your intern decided that she would work on a big project to collect "best practice" notes from staff in your organization and create a Handbook of Best Practices. She is a hard worker when she has concrete tasks to do, but when it's unclear what to do, she gets stuck and just stops working. Last week you noticed when you walked by her desk that she wasn't working on anything. When you asked her about it you found out that several of your coworkers she contacted for information never responded to her email and she didn't know what to do.