



STEAM

BO.SS

boosting soft skills

Proactivity & Conflict Management

Proactivity

Take initiative before problems or opportunities arise

planning

take actions

solve problems

create opportunities



Proactivity

What are the benefits?

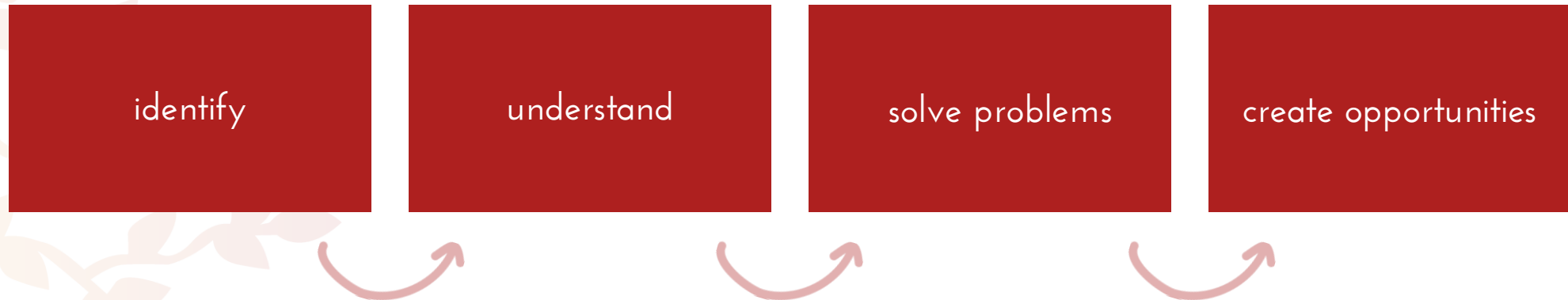
Initiative
and Priorities

Responsibility
for results

Prevention rather
than reaction

Conflict management

Transform challenges/conflicts into opportunities for growth



Conflict management

What are the benefits?

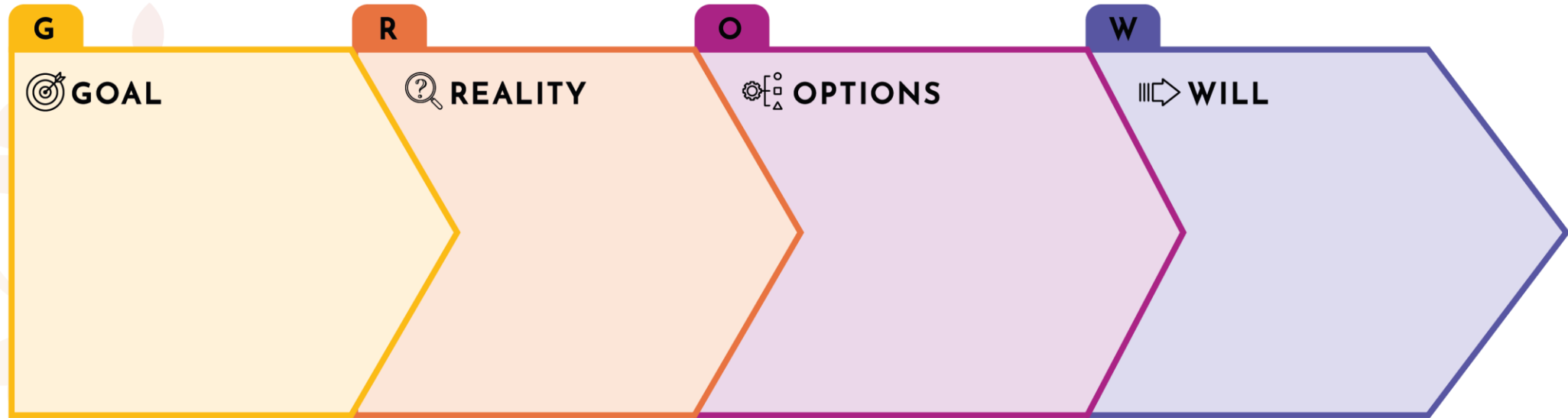
Improve
communication

Reduce stress and
increase productivity

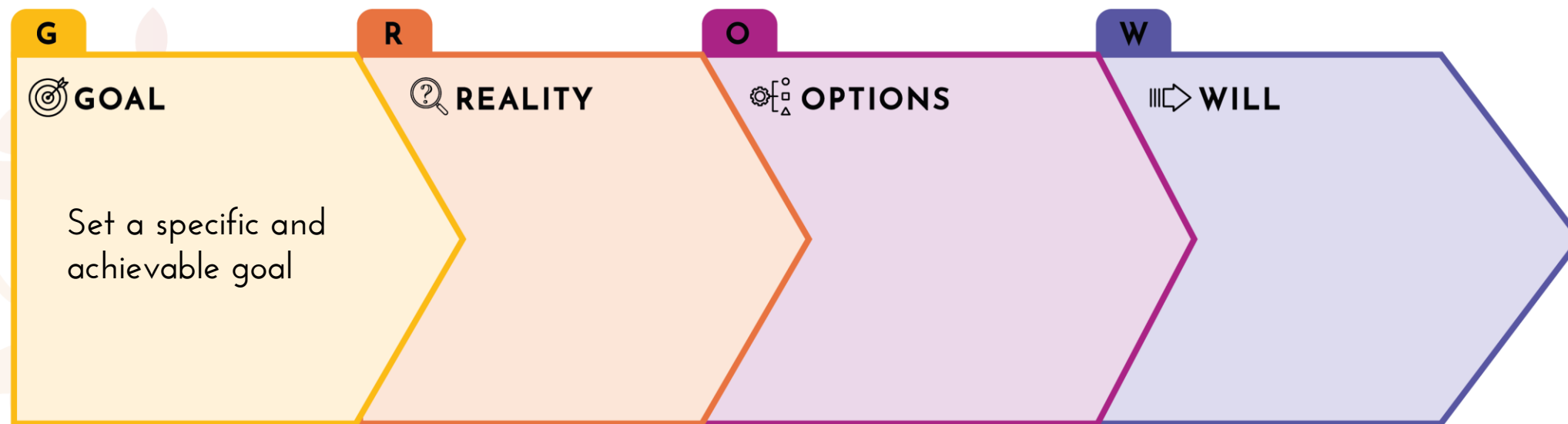
Promote innovation
and leadership

Materials

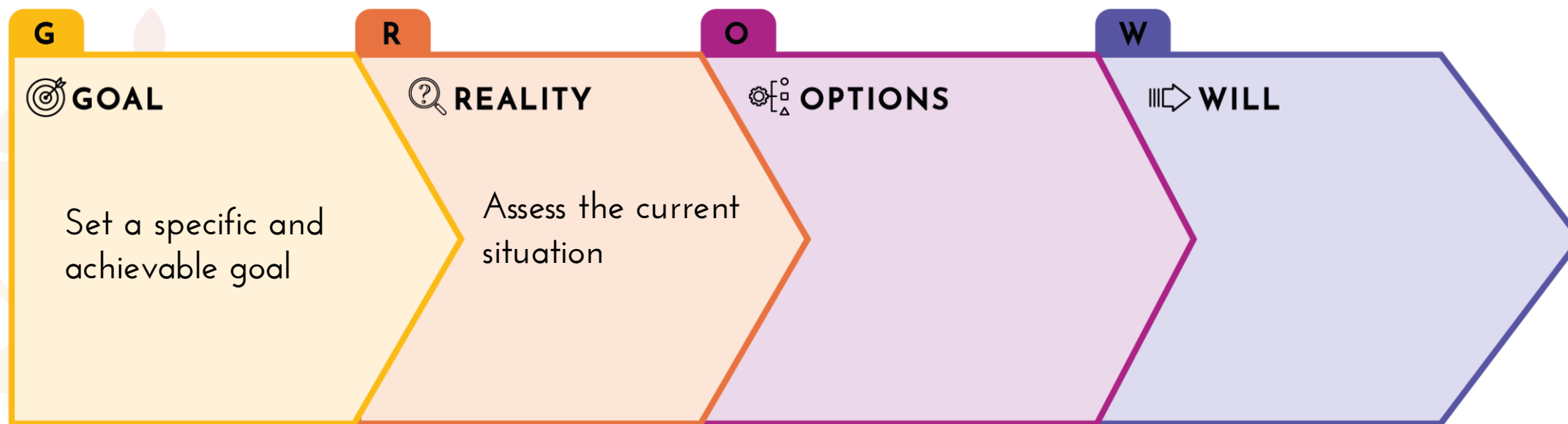
GROW Model



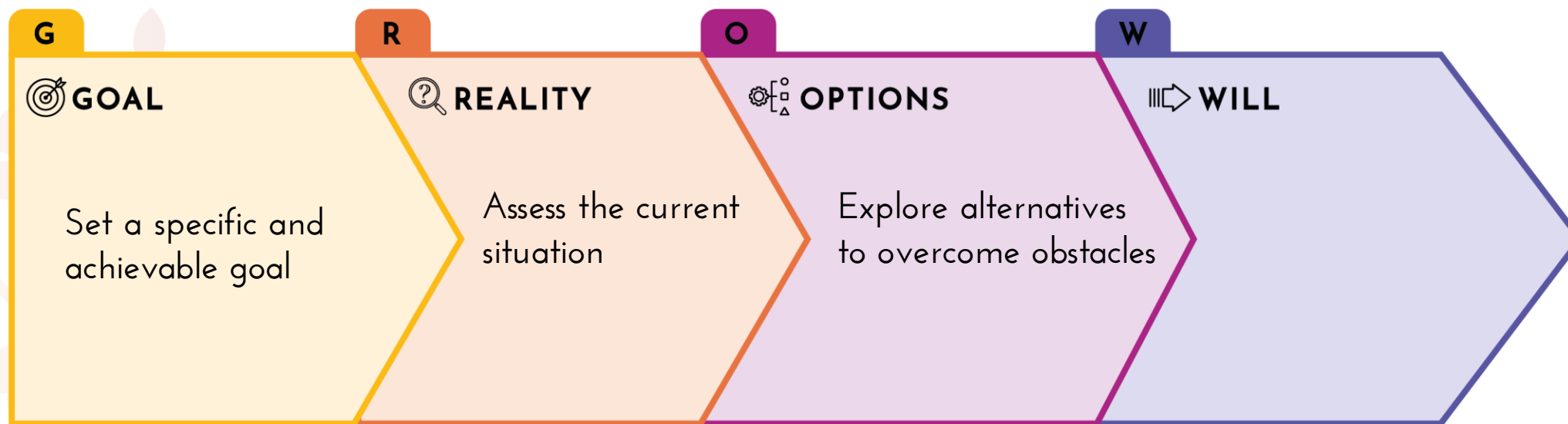
GROW Model



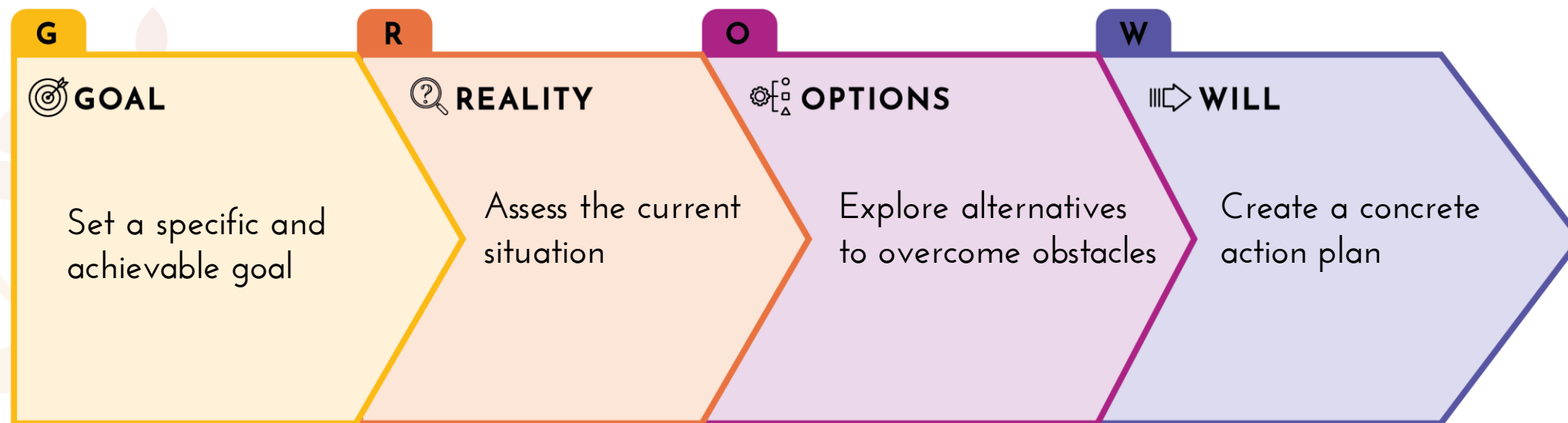
GROW Model



GROW Model



GROW Model



Crisis Management Simulation Games



SITUATION:

A highly influential public figure has made a viral post on social media criticizing a company product, claiming that it is of poor quality and showing photos of defects. The crisis has generated thousands of negative comments in a few hours, and the company's reputation is at risk. The marketing department is overwhelmed with responses, and sales have dropped significantly.

CHALLENGE:

The groups (such as Marketing, Sales, etc) must act quickly to contain the image crisis, manage the public criticism and respond to customers effectively, as well as ensuring that the problem identified with the product is resolved.

(OPTIONAL)

TURNAROUND:

Take advantage of the simulation to insert a new problem: it is discovered that the defect in the product is real and has affected more customers than initially thought. The groups need to deal with the increase in complaints and plan a compensation strategy for the customers.

Group Formation and Crisis Scenario: Division into groups with the designation of 'departments' facing a crisis scenario (e.g. system failure, strike).

Solution Development and Communication: Discussion and alignment of actions with other departments.

Adaptations and twists: Introduction of new challenges by the facilitator.

Presentation and Reflection: Groups present solutions and reflect on lessons learnt.

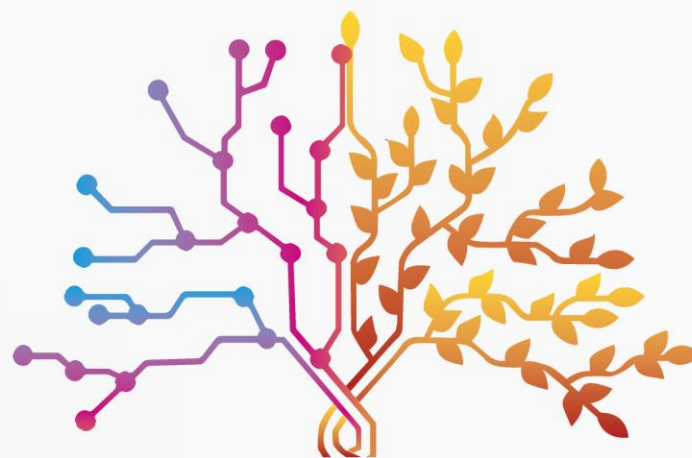


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THE BOOST THAT MAKES THE DIFFERENCE



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UNIVERSITÀ DEGLI STUDI DI
MODENA E REGGIO EMILIA



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Gümnaasium



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