



SITUATION:

The company is experiencing a serious technical failure: the online management system has completely crashed. This has affected all areas, including order processing, customer service and stock control. In addition, internal communications have been disrupted, jeopardising the remote work of many employees.

CHALLENGE:

Each group (e.g. IT, Sales, Customer Support, HR) must find proactive solutions to keep the company's operations running while waiting for the system to return. The crisis requires quick action, coordination between departments and a clear communication plan.

(OPTIONAL)

TURNAROUND:

During the simulation, inform them that system recovery will take longer than expected and will take up to 24 hours, requiring the groups to adapt their plans and create strategies to maintain services.



SITUATION:

A highly influential public figure has made a viral post on social media criticising 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.



SITUATION:

An outbreak of a contagious disease hits the school, leading to the immediate suspension of face-to-face classes. The school needs to act quickly so as not to interrupt the school year, especially during a critical assessment period.

CHALLENGE:

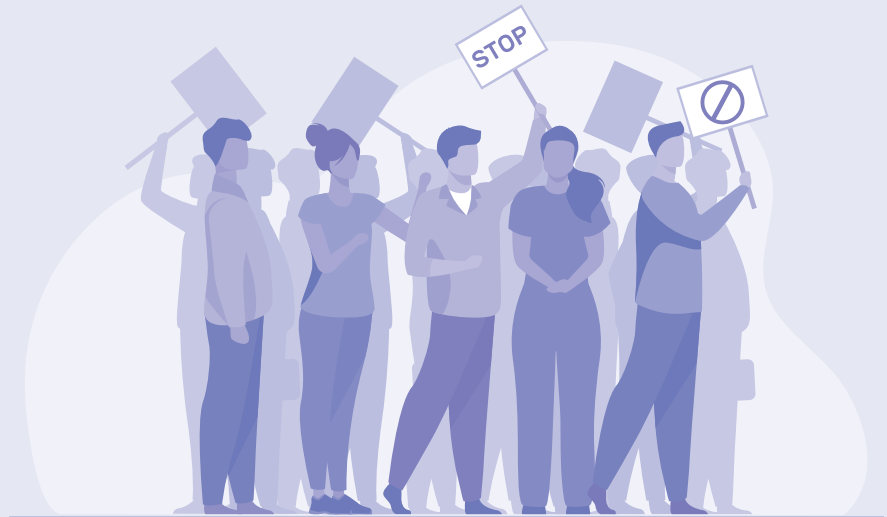
The groups (such as School Health Coordination, Pedagogical Coordination, etc.) must propose solutions to transfer school activities to the online environment or create a hybrid plan, while ensuring the health and safety of all students and staff.

(OPTIONAL)

TURNAROUNDS:

Resistance from Parents and Students: Some parents and students refuse to continue with online classes, demanding that face-to-face classes be resumed as soon as possible, even with the risk of contagion.

Problems with the Online Platform: The online platform used by the school for distance learning is starting to fail, complicating the transition to remote learning.



SITUATION:

A group of students and parents have complained that the school is not promoting inclusion and diversity properly. There are reports that students from minority groups are being discriminated against.

CHALLENGE:

The groups (such as Pedagogical Coordination, Guidance Services, ...) need to take proactive steps to address the issue of inclusion and diversity at the school. They must ensure that all students are treated equally.

(OPTIONAL)

TURNAROUNDS:

Protests from parents' groups: Some parents who are against changes related to inclusion and diversity organise protests and put pressure on the school not to implement these policies.

Student boycotts: A group of minority students refuse to attend classes until the school implements significant changes to inclusion policies, forcing managers to find an immediate solution to avoid further boycotts.