



# STEAM BO.SS

boosting soft skills

**Crisis Management Simulation Games**



Sapere utile



UNIMORE  
UNIVERSITÀ DEGLI STUDI DI  
MODENA E REGGIO EMILIA



Saaremaa  
Gümnaasium



Co-funded by  
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.

This is a practical activity used in educational and corporate environments to develop skills in proactivity, decision-making and conflict management in crisis situations. It is an interactive dynamic in which participants are placed in a fictitious crisis scenario that requires quick, effective and coordinated responses between different sectors or teams.

The main objectives of this simulation are:

- To develop the ability to make quick and effective decisions in a context of uncertainty and pressure.
- Stimulate proactivity by challenging participants to anticipate problems, identify solutions and act without waiting for direct instructions.
- Improve conflict management by simulating the need for coordination between different teams, often with divergent interests or priorities.
- Promote collaboration between different areas of the company or groups, showing the importance of communication and co-operation in crisis scenarios.
- To test participants' resilience and flexibility in dealing with unexpected “twists and turns” that can arise in the middle of a crisis.

### Game Structure

1. **Forming groups and defining departments:** Participants are divided into groups of 4-6 people, each of whom will represent a department or area of the fictitious company.
2. **Presentation of the crisis scenario:** A crisis scenario (for example, a system failure, a strike, or the loss of a customer) is presented to everyone. The crisis affects all areas of the company in different ways.
3. **Developing solutions:** The groups have a limited amount of time (usually between 15 and 20 minutes) to discuss the impact of the crisis on their area and develop solutions. They must proactively collaborate with other departments to align actions and minimise the impact of the crisis.
4. **Communication:** Each group must communicate with the others to ensure that the solutions are coordinated and effective for the company.
5. **Twists and turns:** To make the simulation more realistic, the facilitator can introduce new problems or challenges during the game. This forces the groups to re-evaluate their strategies and adapt quickly.
6. **Presentation of solutions:** At the end of the time, the groups present their solutions to the problem and explain how they acted proactively to mitigate the impacts of the crisis.
7. **Evaluation and reflection:** The facilitator evaluates the groups based on their proactivity, collaboration and ability to deal with conflicts. Participants reflect on what they have learnt and how they can apply these skills in real situations.

## Benefits of the crisis manager simulation game

**Leadership:** Participants experience the role of leaders who need to make quick and effective decisions in a high-pressure context.

**Proactivity:** The simulation encourages students to anticipate problems and act before the situation escalates.

**Conflict management:** Conflicts between teams or divergent interests are inevitable during a crisis. The game teaches how to manage these conflicts in a collaborative way.

**Collaboration:** Simulates how different departments in a company need to work together to resolve crises that influence the business.



# THE BOOST THAT MAKES THE DIFFERENCE



Sapere utile



UNIMORE  
UNIVERSITÀ DEGLI STUDI DI  
MODENA E REGGIO EMILIA



Saaremaa  
Gümnaasium



EDUGEP



Co-funded by  
the European Union

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and Culture Executive Agency (EACEA). Neither the European Union nor EACEA can be held responsible for them.