



## **HOTSEATsimulations™**

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**practicing  
on-the-job  
skills  
without the  
downside**

*HOTSEATsimulations™* provide a place for practicing on-the-job skills in a real-time environment without the costs that would usually be incurred in actual work situations, i.e. unhappy customers, dissatisfied employees, and lost sales.

*"This simulation generated enthusiasm, overcame inertia and moved us all towards focusing on the real issues within each of us."*

*--Broker, Major Brokerage Firm*

*HOTSEATsimulations™* help participants learn and practice the critical techniques (as defined by the client) to do their jobs better, faster, and cheaper. Highly trained professional role-players (actors) simulate customers, employees, or prospects based upon detailed characteristics provided by client focus groups. By being put into the "hotseat," participants must cope with specific circumstances requiring sophisticated solutions to negotiate the best possible outcome. Not only do participants learn while in the "hotseat," they also learn while observing their peers struggle with similar challenging situations—leading to the best peer coaching possible.

**learning  
objectives**

- Practice identified skills in a safe learning environment
- Strengthen creative and improvisational responses to unexpected situations
- Negotiate with individuals who may or may not be receptive to problem solving
- Increase credibility and sensitivity when in interactive and interpersonal situations
- Managing emotional and subjective reactions in productive and professional ways

**program  
format**

The format of the *HOTSEATsimulations™* is created for every client engagement depending on needs, circumstances, and budget.

**suitable for**

- Sales calls
- One on one conferences
- Delivering bad news
- Crisis Management
- Negative feedback
- Managing sensitive issues
- Customer complaints
- Potentially explosive confrontations

**turning information into action**