

Encounter Simulation 2

Challenge

To PRACTICE, OBSERVE and REPORT an encounter.

Preparation phase (offline)

- Each group (pair) will have a turn at each of the three roles: Developers, Clients and Observers
- With the partner(s) in your group, think of a scenario for when it is your turn to be the Clients
 - In other words, put yourselves in the shoes of someone (or a persona) that you have met or who you regularly meet. For the purposes of the simulation, you will take the role of this person (or these people).
- With your partner, complete the second sheet together in order to define the scenario and clarify the client roles to be played
- The third and fourth sheets are for use during the exercise – it would be good to print them

Encounter Preparation (Client(s))

TO SHARE WITH THE 'DEVELOPERS':

Client's name and position:

Skeleton summary of the scenario:

PRIVATE: Information held by the client

For example:

1. Details about my organisation, boss, etc.
2. Upcoming projects, their importance and timescales.
3. Issues on previous projects, experience with other suppliers and what they are offering now.

PRIVATE: Attitude of the client to the Developers

For example:

1. Detail-oriented and critical. Asks LOTS of questions about technology and products.
2. OR, high-level, strategic. Interested in company profile, people, future plans, etc.
3. OR, difficult and defensive. Seems reluctant to be in the meeting. Hard to impress.
4. OR, ...

PRIVATE: Personal information about the client

Likes, dislikes; hobbies, sports; recent travel, holidays ...

Encounter Preparation (Developers)

SHARED BY THE 'CLIENT'

Client's name and position:

Skeleton summary of the scenario:

My objectives for the meeting
(e.g. discovery targets, key messages)

Audience
(concerns, expectations, potential obstacles?)

Plan

Purpose of meeting:

Agenda:

Goals:

Encounter Observations

Engage

Notes on opening discussion:

Do (Discover, Inform, Negotiate)

Notes on questions/remarks, responses:

Check

Notes on closing and next steps:

Other observations