



AI SIMGEN PERFOMAX

Ready to solve today's problems and
embrace tomorrow's opportunities?



USER MANUAL

HOW SIMGEN WORKS

SimGEN is an expert in creating customized roleplay simulations. To ensure that you receive the most effective and powerful simulation possible, the AI system needs some specific information from you. The more detailed and specific you can be, the better

SimGEN can tailor the simulation to your needs. By providing SimGEN with information about the purpose of the simulation, the setting, the characters involved, the scenario, any rules or guidelines, the timing, and the desired feedback, SimGEN can create a roleplay simulation that is perfectly suited to your objectives.

With SimGEN's advanced training and expertise, you can be confident that you will receive a high-quality and engaging simulation that will provide valuable learning opportunities for all participants.

We asked SimGEN what kind of information should be provided. Following is the answer to our question.

To come up with a detailed role play simulation description, I would need the following information:

Purpose

The user should provide a clear purpose or objective for the role play simulation. What is the goal of the simulation? What are the desired outcomes? Understanding the purpose will help me tailor the simulation to meet the user's specific needs.

Setting

The user should provide information on the setting for the simulation. Where will it take place? What is the environment like? Is it a specific location or a generic setting?

Characters

The user should provide a list of characters that will be involved in the simulation. Who are they? What are their roles? What are their relationships with one another? Providing a detailed description of the characters will help me create a realistic and engaging simulation.

Scenario

The user should provide a scenario or situation that the characters will be facing. What is the problem or challenge they need to solve? What is the context of the simulation?

Rules

The user should provide any specific rules or guidelines for the simulation. For example, are there any constraints on the characters' actions or decisions? Are there specific objectives that need to be met?

Timing

The user should provide information on the timing of the simulation. How long should it take? Are there specific time constraints or deadlines that need to be met?

Feedback

The user should provide information on how feedback will be provided to the participants. Will there be an opportunity for reflection and debriefing? How will the outcomes of the simulation be evaluated?

Here's a roleplay simulation based on the information provided:

Purpose

The purpose of this roleplay simulation is to train customer service representatives on how to handle difficult customers.

Setting

The simulation will take place in a call center environment, with each participant sitting at a desk with a computer and phone.

Characters

There will be two characters involved in the simulation: a customer service representative and a difficult customer. The customer service representative will be played by the participant, and the difficult customer will be played by a facilitator.

Scenario

The scenario is as follows: The customer service representative receives a call from a customer who is very angry because they received the wrong product in the mail. The customer is demanding a refund and is becoming increasingly hostile.

Rules

The customer service representative must follow company policy and procedures when dealing with the customer. They should remain calm and professional at all times, even if the customer becomes aggressive or abusive. The objective is to resolve the issue to the customer's satisfaction, without escalating the situation.

Timing

The simulation should last approximately 10 minutes.

Feedback

After the simulation, the facilitator will provide feedback to the customer service representative on their performance. The group will also have an opportunity to discuss the simulation and share their experiences.

SAMPLE SCRIPT OF A ROLEPLAY SIMULATION

Customer Service Representative:

Hello, this is Jane speaking. How may I assist you today?

Difficult Customer: Yeah, I received the wrong product in the mail and I want a refund right now!

Customer Service Representative: I'm sorry to hear that. Can I please have your order number?

Difficult Customer: What? You mean I have to give you more information? This is ridiculous! Just give me my refund!

Customer Service Representative: I understand that you're frustrated, but I need to locate your order in our system before I can process a refund. Can you please provide me with your order number or any other information that might help me locate your order?

Difficult Customer: Fine, it's 123456.

Customer Service Representative: Thank you. I see that you ordered a red shirt, but received a blue shirt instead. Is that correct?

Difficult Customer: Of course that's correct! Don't you people know how to do your jobs?

Customer Service Representative: I'm sorry for the mistake. We can process a refund for the shirt, or we can send you the correct shirt if you prefer. What would you like us to do?

Difficult Customer: I want my money back and I want it now!

Customer Service Representative: Understood. I can process the refund for you right away. Can you please provide me with your account information

so that I can process the refund?

Difficult Customer: Ugh, this is such a hassle! Fine, my account number is 789012.

Customer Service Representative: Thank you. I have processed the refund for you. Is there anything else I can assist you with today?

Difficult Customer: No, that's all. This better be the last time I have to deal with your company!

Customer Service Representative: I'm sorry for the inconvenience. Thank you for contacting us, and have a great day.

In this simulation, the customer service representative demonstrates effective communication skills by remaining calm, listening actively, and offering solutions to the customer's problem. The difficult customer challenges the customer service representative, allowing them to practice handling difficult situations and de-escalating potential conflicts. After the simulation, the group can discuss what went well and what could be improved, allowing for further skill development and learning.

What is the minimum information SimGEN needs to be able to output a short and minimalistic roleplay simulation scenario?

The minimum information that SimGEN needs to output a short and minimalistic roleplay simulation scenario includes:

1. The purpose of the simulation
2. The setting
3. The characters involved
4. The scenario
5. Any rules or guidelines

By providing SimGEN with this information, it can create a basic simulation that is tailored to your needs. However, keep in mind that the more detailed and specific the information, the more effective and engaging the simulation will be for participants.

HOW TO APPROACH SIMGEN

How should a trainer approach you to get a roleplay script from you? What are the trigger questions to get started and how to optimize the questions that follow?

To approach me to get a roleplay simulation script, a trainer could ask the following trigger questions:

1. "As an AI language model, could you assist me with creating a customized roleplay simulation script?"
2. "Could you provide me with an example of a generic roleplay simulation script that we can custom-tailor?"

Once I understand the trainer's request, I can offer some initial questions to optimize the script to their specific training needs. These may include:

1. "What are the specific learning objectives that you would like to achieve through this roleplay simulation exercise?"
2. "What are the main challenges or scenarios that you would like the participants to encounter during the simulation?"
3. "What are the roles that you would like each participant to play, and what are their specific responsibilities within the simulation?"
4. "How long do you anticipate the simulation exercise to take, and how will you measure its success?"

Based on the trainer's answers to these questions, I can tailor script to their specific needs and provide them with a well-optimized simulation script that meets their desired learning outcomes.

At USOU, we believe in empowering our clients to take charge of their own training needs. While we offer standard templates to help streamline the simulation development process, we encourage our clients to create their own templates that reflect their company goals, product and service knowhow, unique culture and training objectives.

By creating your own templates, you can ensure that all important information is included, and that the simulations align with your specific training goals. Our team of experts is available to provide guidance and support as you develop your templates, ensuring that they are effective and efficient in producing high-quality training simulations.

Creating your own templates also allows for a personalized approach that targets the specific needs and challenges of your organization. It gives you the flexibility to adapt to changing training requirements and to ensure that your simulations remain relevant and effective over time.

Following are 12 roleplay simulation scripts, generated with SimGEN. We picked scenarios from sales and management training. They represent the minimalistic approach. They can easily be modified and expanded with the help of SimGEN. Just ask the right questions and let the AI system do the work.

ROLEPLAY SIMULATION 1

Sales Manager

You are *Bob Stone*, sales manager for *Office Outlet*, an office equipment company.

Your firm is a newcomer in the market. You receive a low salary and 20% commission. One of your customers has referred you to the purchasing manager, *Clyde Lyndon*, of a fast-growing manufacturer in your area. Clyde called and asked you to present your line of products and service capabilities.

You have only minimal information about the company (1,500 employees; they produce electronic parts). Their current supplier is *Office Depot*. You are 10 minutes late, and your customer has only 15 more minutes to spare.

Customer

You are *Clyde Lyndon*, purchasing manager of a fast-growing electronic parts manufacturer.

Your company has 1,500 employees and is growing fast. Your current supplier of office equipment is *Office Depot*. You are happy with their prices and service. One of your colleagues in the Chamber of Commerce told you about this new office equipment company, *Office Outlet*, and raved about their low prices. You contacted the sales manager, *Bob Stone*, and asked him to come by and give a presentation.

The purpose for this meeting is to find out:

1. what the mission is for the sales manager and his company;
2. how competent the sales manager is;
3. if their goals fit into your business strategy.

Bob Stone just arrived 10 minutes late, and your next meeting is in 15 minutes. Your company's CFO and your assistant join the meeting with Mr. Stone.

ROLEPLAY SIMULATION 2

Salesperson

You are Rachel Jones, a salesperson for ABC Pharmaceuticals, a company that develops and sells prescription drugs. You are meeting with Dr. Michael Chen, a cardiologist who is notoriously difficult to please. Dr. Chen has expressed skepticism about your company's products in the past and has made it clear that he does not trust salespeople. However, you have been assigned to try and win him over because he has a significant number of patients who could benefit from your company's latest medication.

You arrive at Dr. Chen's office for your appointment. As you enter, Dr. Chen greets you with a cool and distant demeanor.

Customer

You are Dr. Michael Chen, a cardiologist with a thriving practice. You are notoriously skeptical of salespeople and have been openly critical of ABC Pharmaceuticals in the past. However, you have a large number of patients who could benefit from the latest medication that ABC has developed. You have agreed to meet with Rachel Jones, a salesperson from ABC, but you are already wary of her intentions.

ROLEPLAY SIMULATION 3

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| Salesperson | <p>You are Emily Brown, a salesperson for XYZ Corporation, a software company that specializes in developing project management tools. You are meeting with Mark Davis, the CEO of a small but growing marketing agency that has been struggling to keep up with its increasing workload. You have been trying to set up a meeting with Mr. Davis for weeks, but he has been unresponsive to your calls and emails. Finally, he has agreed to meet with you, but he has made it clear that he is not interested in your company's products.</p> <p>You arrive at Mr. Davis's office for your appointment. As you enter, you notice that he looks uninterested and slightly annoyed.</p> |
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| Customer | <p>You are Mark Davis, the CEO of a small but growing marketing agency. You have agreed to meet with Emily Brown, a salesperson from XYZ Corporation, but you have no interest in her company's products. You have been struggling to keep up with your agency's workload, but you are not convinced that project management software is the solution.</p> <p>Your goal for this meeting is to:</p> <ol style="list-style-type: none">1. Understand the benefits of XYZ Corporation's software products.2. Determine if the software can solve your agency's current issues.3. Evaluate the credibility and trustworthiness of the salesperson. |
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ROLEPLAY SIMULATION 4

Salesperson

You are John Smith, a sales representative for ABC Corporation, a company that manufactures high-quality audio equipment. You are meeting with Sarah Lee, the purchasing manager for a large hotel chain. The chain is in the process of renovating its hotels, and Sarah has been tasked with finding new audio equipment for the guest rooms and conference facilities. Your company has been recommended to her by a colleague, but she has expressed some concerns about the quality of your products and the reliability of your company.

Your goal for this meeting is to:

1. Understand the specific audio equipment needs of the hotel chain.
2. Demonstrate the superior quality and reliability of your company's products.
3. Build a positive relationship with Sarah Lee and earn her trust.

Customer

You are Sarah Lee, the purchasing manager for a large hotel chain. You are initially skeptical about ABC Corporation's products and ask tough questions about quality and reliability. John Smith should be prepared to provide detailed and accurate information, as well as examples of how his company's products have been used successfully in similar hotel projects. He should also be friendly and personable, demonstrating a willingness to work collaboratively with you to find the best solutions for your hotel chain's needs.

You need to:

1. Provide information about the specific needs and expectations of your hotel chain.
2. Ask detailed questions about the quality and reliability of ABC Corporation's products.
3. Evaluate the credibility and trustworthiness of John Smith and his company.

ROLEPLAY SIMULATION 5

Manager

You are a hotel manager, responsible for overseeing the day-to-day operations of the hotel, managing the staff, and ensuring that guests have a pleasant stay. You value teamwork and excellent customer service.

Discuss a customer complaint with the front desk clerk and come up with a resolution to ensure the guest has a pleasant stay.

Employee

You are a front desk clerk at the hotel. You are responsible for checking guests in and out, answering inquiries, and ensuring that guests have a pleasant stay. You are dedicated to providing excellent customer service and value clear communication and support from your manager.

- If encouraged to think how you handle your responsibilities, you will admit to having no training from your previous Manager.
- If probed, you will admit that you feel out of your depth.
- Any suggestions made to you showing sensitivity to your situation should be accepted. If the style used is directive and controlling, you should contrive to insist everything is fine and that you should be allowed to have your own style.

ROLEPLAY SIMULATION 6

Manager

You are Michael Scott, manager of a Dunder Mifflin branch. You have noticed that your receptionist, Pam Beesly, has been spending a lot of time on her personal phone during work hours. Your goal is to address this behavior with Pam and encourage her to focus on work tasks.

Employee

You are Pam Beesly, receptionist at Dunder Mifflin. You have been using your personal phone during work hours to talk to your fiancé about wedding planning. You know it's not the best use of your time, but you've been stressed and needed to vent.

ROLEPLAY SIMULATION 7

Manager

You are Sarah Lee, a marketing manager for a new fitness center in town. Your goal is to meet with your employee, Tom Parker, the center's personal trainer, to discuss his performance and progress in increasing the number of clients. You want to provide feedback and offer support to help him achieve his goals. Tom is eager to improve and is looking forward to your feedback.

Employee

You are Tom Parker, a personal trainer at the fitness center. Your goal is to receive feedback from your manager, Sarah Lee, about your performance in increasing the number of clients. You want to know what you're doing well and what areas you need to improve. You're eager to receive her feedback so that you can continue to grow and improve in your role.

ROLEPLAY SIMULATION 8

Manager

You are Alex Nguyen, a project manager for a software development company. Your goal is to meet with your employee, Jane Smith, a software engineer, to discuss the progress of her project and ensure that it is on track. You want to ensure that Jane is meeting her deadlines and that the project is meeting the client's needs. Jane is dedicated to the project and is eager to hear your feedback and suggestions.

Employee

You are Jane Smith, a software engineer working on a project for the software development company. Your goal is to provide an update on the progress of your project to your manager, Alex Nguyen, and receive feedback on your work. You want to ensure that you're meeting the client's needs and are eager to hear any suggestions that Alex may have to improve the project.

ROLEPLAY SIMULATION 9

Manager

You are David Brown, a sales manager for a car dealership. Your goal is to meet with your employee, Maria Sanchez, a sales representative, to discuss her sales performance and identify areas for improvement. You want to offer support and guidance to help her achieve her sales targets. Maria is a hard-working employee and is eager to learn from your feedback.

Employee

You are Maria Sanchez, a sales representative at the car dealership. Your goal is to receive feedback from your manager, David Brown, about your sales performance and identify areas for improvement. You want to improve your sales skills and achieve your sales targets. You're eager to hear David's feedback so that you can improve your performance.

ROLEPLAY SIMULATION 10

Manager

You are James Kim, a restaurant manager at a popular sushi restaurant. Your goal is to meet with your employee, Lily Chen, a server, to discuss her performance and provide feedback. You want to ensure that Lily is meeting the restaurant's standards of service and customer satisfaction. Lily is a hard-working employee and is eager to receive feedback and improve her performance.

Employee

You are Lily Chen, a server at the sushi restaurant. Your goal is to receive feedback from your manager, James Kim, about your performance as a server. You want to ensure that you're meeting the restaurant's standards of service and customer satisfaction. You're eager to receive James's feedback so that you can continue to improve your performance.

ROLEPLAY SIMULATION 11

Manager

You are Karen Lee, a human resources manager for a healthcare organization. Your goal is to meet with your employee, John Smith, a nurse, to discuss his job performance and any areas for improvement. You want to provide feedback and support to help John succeed in his role. John is a dedicated employee and is eager to receive your feedback.

Employee

You are John Smith, a nurse at the healthcare organization. Your goal is to receive feedback from your manager, Karen Lee, about your job performance and identify areas for improvement. You want to continue to grow and develop in your role and are eager to hear Karen's feedback so that you can continue to improve.

ROLEPLAY SIMULATION 12

Manager

You are Maria Rodriguez, a nurse manager at a busy hospital. The hospital has recently been struggling with high turnover rates among nurses, which has been causing disruptions to patient care. The hospital's leadership team has decided to bring in a consultant to help address this issue. You need to work with the consultant to identify the reasons behind the high turnover rate among nurses and come up with strategies to reduce it.

Consultant

You are Dr. Emily Chen, a healthcare consultant who specializes in talent management. You have been hired by the hospital to help address the high turnover rate among nurses. You need to work with the nurse manager to gather information about the current situation, identify the root causes of the high turnover rate, and develop a comprehensive plan to address the issue. Together, your goal is to create a plan to reduce turnover rates and improve patient care at the hospital. You have a meeting scheduled for later today to discuss your findings and proposed strategies with the hospital's leadership team.