**Directions: Read through each scenario. Answer each with:**

* What would you do, what would you say, or how would you handle this?
* Why did you choose to approach it the way you did – what was your goal?
* What is the potential outcome/consequence because of the way you handled it?
* Be prepared to discuss with class.

1. A colleague with a different gender identity expresses discomfort with being addressed with a pronoun that doesn't match their identity.
2. A customer with a different cultural background expresses confusion or misunderstanding about a product or service.
3. A new employee from a younger age group expresses frustration with a complex process.
4. A customer with a visual impairment calls with questions about a product, and the website is not optimized for screen readers.
5. A customer calls with a different language and the agent is not fluent in that language.
6. A customer expresses concerns about the price of a product or service.
7. It was brought to your attention that employees were saying that the reason a female Hispanic employee received a promotion was to show diversity and not because of her skills and work ethic.
8. You are meeting with an interview committee going over resumes submitted for an open position. One person comments on the applicant’s name and suggests we “pass on them.”