



**U.S. AIR FORCE**

## ***Domain: Social***

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**Title: Mock Escalations**

**Time: 60 min**

**Purpose:**

- Improve social connectedness and group cohesion
- Improve teamwork among unit members
- Improve communication and enhance customer service

**Instruction:**

Place team into groups of three. One person plays the part of an escalated customer, the second plays the service rep. The third member helps the rep with critical thinking ideas to resolve escalation - using a scripted scenario appropriate for the workplace. As the reps work through the escalation, they learn new ways to handle difficult situations. Rotate each person until all have completed each role in the group