

Role Play Scenarios for Human Resource Management (PGDM)

Role Play Scenario 1: Handling Employee Grievance

Context:

A mid-sized manufacturing company is facing rising employee dissatisfaction due to perceived favoritism in shift allocation and overtime opportunities.

Roles:

HR Manager

Department Supervisor

Aggrieved Employee

Union Representative (optional)

Task:

The HR Manager must listen to the grievance, investigate the issue, mediate between the employee and supervisor, and propose a fair resolution while ensuring compliance with company policy.

Learning Focus:

Grievance handling procedure

Conflict resolution

Active listening and empathy

HR ethics and fairness

Role Play Scenario 2: Recruitment and Behavioral Interview

Context:

An IT services firm is hiring a Project Coordinator. The HR department must assess both technical fit and behavioral competencies.

Roles:

HR Recruiter

Line Manager

Job Applicant

Task:

Conduct a structured behavioral interview, evaluate the candidate using competency-based questions, and collectively decide whether to hire the candidate.

Learning Focus:

Recruitment and selection process

Behavioral interviewing techniques

Communication and questioning skills

Decision-making and evaluation

Role Play Scenario 3: Performance Appraisal and Feedback Session

Context:

An employee has met targets but is facing issues related to teamwork and attitude. The annual performance appraisal discussion is scheduled.

Roles:

HR Manager

Reporting Manager

Employee

Task:

Conduct a performance appraisal meeting, deliver constructive feedback, handle employee reactions, and set performance improvement goals.

Learning Focus:

Performance management system

Giving and receiving feedback

Emotional intelligence

Goal setting and motivation