

MONTHLY TRAINING SCENERIOS

12 Ready-to-Use Scenarios for Team Meeting Practice

Spend 10-15 minutes at each team meeting working through the scenario of the month using the TURN Method

HOW TO USE THESE SCENARIOS:

1. Read the scenario aloud to your team
2. Ask: "What's your gut reaction? What would you normally say?"
3. Walk through TURN together: Tune In → Understand → Redirect → Nurture
4. Role-play the conversation with the improved approach
5. Debrief: What phrases worked? What was hardest?

JANUARY: The Holiday Hangover

THE SITUATION: *A family member returns from visiting over the holidays and is upset about changes they've noticed in their loved one. "Mom seems so much worse than when I was here at Thanksgiving. What's going on?"*

CONTEXT: Often families who visit infrequently notice changes more acutely. Their concern is valid, even if the changes have been gradual.

DISCUSSION: How do you acknowledge their concern without being defensive? • What information do they need? • How can you partner with them going forward?

FEBRUARY: The Medication Mix-Up

THE SITUATION: *A resident's daughter calls, very upset: "Dad told me he didn't get his pain medication this morning. He's been suffering all day because someone forgot!"*

CONTEXT: This may or may not be accurate—some residents misremember. But the daughter's distress is real regardless.

DISCUSSION: How do you acknowledge without admitting fault before you know facts? • What's the priority: being right or building trust? • How do you follow up either way?

MARCH: The Staffing Complaint

THE SITUATION: *A family member confronts you in the hallway: "There's never enough staff on this floor. I had to wait 20 minutes for someone to help my mother to the bathroom. This is unacceptable!"*

CONTEXT: They may be right about the wait. They don't see all the competing demands on staff.

DISCUSSION: How do you validate without making excuses? • What can you actually commit to? • How do you prevent this from becoming a chronic complaint?

APRIL: The Roommate Conflict

THE SITUATION: *A resident is in your office, agitated: "I cannot live with her anymore. She plays her TV too loud, she's up all night, and she's rude to my family. I want a new room NOW."*

CONTEXT: Room changes aren't always possible. The resident feels trapped.

DISCUSSION: How do you honor their frustration while managing expectations? • What's beneath the surface here? • What solutions can you explore?

MAY: The Billing Dispute

THE SITUATION: *A family member emails: "I just reviewed last month's bill and there are charges I don't understand. We never approved additional services. I think we're being overcharged and I want answers immediately."*

CONTEXT: Billing is often confusing. Trust erodes quickly when families feel nicked-and-dimed.

DISCUSSION: How do you respond to the accusatory tone without matching it? • What does transparency look like here? • How do you rebuild trust?

JUNE: The Activities Objection

THE SITUATION: *A family member pulls you aside: "I visited yesterday and Mom was just sitting in the hallway alone. Isn't she supposed to be getting activities and engagement? What exactly are we paying for?"*

CONTEXT: Some residents prefer quiet time. Families often feel guilty and project that onto staff.

DISCUSSION: How do you explain without being dismissive? • What's the family's real concern? • How do you help them understand their loved one's choices?

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JULY: The New Employee Friction

THE SITUATION: *A longtime CNA comes to you frustrated: "The new hire has no idea what she's doing and she's making more work for the rest of us. I'm not training her anymore—that's not my job."*

CONTEXT: This affects resident care and team morale. The CNA may have legitimate concerns or may be resistant to change.

DISCUSSION: How do you honor her experience while still expecting teamwork? • What's really going on? • How do you coach without criticizing?

AUGUST: The Concerned Neighbor

THE SITUATION: *A resident's neighbor (another resident) flags you down: "I'm worried about Martha in 212. She's been crying a lot and she told me she wants to go home. I think she's depressed and nobody's paying attention."*

CONTEXT: This resident is being an advocate. Their information may be important.

DISCUSSION: How do you thank them without violating privacy? • What do you do with this information? • How do you follow up with both residents?

SEPTEMBER: The Performance Issue

THE SITUATION: *You need to address a staff member who has been increasingly short-tempered with residents. Multiple people have noticed, but she's also going through a difficult divorce.*

CONTEXT: Personal life affects work. But residents can't be the ones who suffer.

DISCUSSION: How do you lead with compassion while still addressing the issue? • What support can you offer? • What's the line between understanding and accountability?

OCTOBER: The Long-Distance Family

THE SITUATION: *A son who lives across the country calls: "I feel like I'm always the last to know what's happening with my dad. By the time I hear about something, it's already resolved—or gotten worse. I need better communication."*

CONTEXT: Long-distance families often feel guilt and powerlessness. They may overcompensate with demands.

DISCUSSION: How do you acknowledge his frustration? • What communication can you realistically commit to? • How do you make him feel like a partner, not an afterthought?

NOVEMBER: The Holiday Expectations

THE SITUATION: *A family is upset that their mother won't be able to attend Thanksgiving dinner at their home: "The doctor said she can't travel, but this is ridiculous. It's just a 30-minute drive. You're being overprotective and ruining our holiday."*

CONTEXT: The family is grieving what used to be. Their anger is misdirected.

DISCUSSION: How do you validate their loss without backing down on safety? • What alternatives can you offer? • How do you help them see you're on the same team?

DECEMBER: The End-of-Year Reflection

THE SITUATION: *A resident's daughter asks for a meeting: "My mom has been here for a year now. I want to understand what's working, what's not, and what the next year will look like. I need to know we made the right decision."*

CONTEXT: This is an opportunity, not a complaint. She's seeking reassurance and partnership.

DISCUSSION: How do you make her feel heard and valued? • What should you prepare for this meeting? • How can this become a champion relationship?

REMEMBER: Every difficult conversation
is your next opportunity to build a champion!