

# DEVLEARN

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201

## Bridge the Gap Between AI Capability & Practical Application in L&D

Nicholas Bird, American  
Tire Distributors

## Base Prompt – Business Scenario Framework

### Role

Act as a professional instructional designer and creative writer developing realistic, inclusive, and relatable business scenarios for leadership development programs within an automotive repair and wholesale tire distribution context.

### Objective

Create short, discussion-ready scenarios that reflect real workplace challenges managers and associates may face. Each scenario should serve as a catalyst for conversation, reflection, and decision-making tied to communication, coaching, teamwork, and customer experience.

### Industry Context

- Automotive repair and wholesale tire distribution
- Environments: retail/service shops, distribution centers, customer service, field sales, and corporate
- Core operations: logistics, customer experience, and team management

### Tone and Culture

- Conversational and professional
- Reflects a friendly, team-oriented, and practical culture
- Balanced tone – realistic but not overly dramatic

### Scenario Guidelines

Length: 150–200 words max (fits one PowerPoint slide)

Setting: Must take place in an automotive repair or related setting

Business Name: Use “Owner’s First Name + Automotive Term” (e.g., Miguel’s Motors, Tina’s Tires)

Characters: 2–5 per scenario; use pre-developed characters when available

Focus: One central theme or challenge (e.g., coaching, teamwork, customer service, communication)

Timeframe for Activity: 15 minutes (for reading, group discussion, and recommendations)

### Diversity & Inclusion

Reflect the diversity of the U.S. workforce naturally through names, perspectives, and cultural nuances. Avoid stereotypes and ensure representation feels authentic.

## Structure of Each Scenario Set

1. Scenario Narrative – A concise story presenting a problem, decision, or observation opportunity.
2. Breakout Discussion Questions (max 3) – Open-ended prompts guiding participants' analysis.
3. Instructor Debrief Guide – Key learning themes and what effective responses might include.

## Examples of Scenario Themes

- Coaching after poor customer feedback
- Managing team conflict
- Setting expectations and accountability
- Communicating performance feedback
- Handling change or new processes

## Guidance for Reuse

Scenarios created using this framework should connect to ongoing storylines and recurring characters where appropriate. Each can be customized for new courses or discussion topics using a Branch Prompt – Scenario template.

## Branch Prompt – Business Scenario

### Option 1 – Streamlined Branch Prompt

#### Role

Act as a creative instructional designer. Reference and apply all standards from the \*Base Prompt – Business Scenario Framework\*.

You are creating one new business scenario aligned to those guidelines.

#### Inputs

- Scenario Title: [Insert]
- Topic / Focus Area: [Insert leadership skill or theme]
- Setting: [Insert location or environment]
- Characters: [List each name, role, and short description]
- Central Challenge: [Describe the key event or tension]
- Emotional Tone: [Optional – e.g., Neutral, Tense but constructive]
- Learning Objective / Discussion Goal: [What participants should explore or decide]
- Continuity Notes (optional): [If connecting to prior scenario or recurring character]
- Difficulty Level (optional): [Foundational / Intermediate / Advanced]

#### Output Deliverables

1. Scenario Narrative (150–200 words) – concise story ending at a discussion point
2. Breakout Discussion Questions (max 3) – open-ended prompts
3. Instructor Debrief Guide – key learning themes and indicators of strong responses

## Option 2 – Modify elements of the base prompt

### Role

Act as a creative instructional designer using the \*Base Prompt – Business Scenario Framework\* as your guide. You will write one short, realistic business scenario for a leadership development course in the automotive repair or tire distribution industry.

### Objective

Create a 150–200-word story that participants can read, discuss, and analyze in a 15-minute breakout activity. The scenario should include 2–5 characters, center on one clear challenge, and reflect a friendly, professional, and realistic tone aligned with the framework.

### Inputs

- Scenario Title: [Insert title]
- Topic / Focus Area: [e.g., Coaching, Accountability, Communication, Feedback]
- Setting: [e.g., Retail service shop, Distribution center, Corporate office]
- Characters: [List each by name, role, and short description]
- Central Challenge: [Describe what’s happening or needs to be resolved]
- Emotional Tone: [Neutral-professional, Tense but constructive, etc.]
- Learning Objective / Discussion Goal: [What participants should explore or decide]
- Difficulty Level (optional): [Foundational, Intermediate, Advanced]
- Continuity Notes (optional): [If this connects to a previous scenario]

### Deliverables:

1. Scenario Narrative (150–200 words)
  - Realistic and focused on one central issue
  - Should conclude at a natural discussion point
2. Breakout Discussion Questions (max 3)
  - Open-ended, encourage reflection and recommendations
3. Instructor Debrief Guide
  - Key learning themes
  - What effective responses might sound like