All CITE workshops are carefully tailored to the needs of our clients. CITE collaborates with the client sponsor to identify training goals and learning objectives in order to customize current program repertoire or to create new material and training modules to meet client needs.

**Level 1 Programs**

Level 1 Programs enhance awareness of the complexity of the dynamics of problematic interaction in the workplace. CITE actors perform life-like dramatizations of problematic encounters, followed by interactive discussions in the form of Q&A. These programs have a maximum participant capacity of 125. Learn more about Level 1 program formats.

Level 1 Programs are 2 hours in length for one scenario, and 3 to 3 ½ hours for two scenarios, with a maximum participant capacity of 125. These programs enhance awareness of the complexity of the dynamics of problematic interaction in the workplace. Professional CITE actors perform life-like dramatizations of problematic encounters, followed by thoughtful and lively interactive discussions, in the form of questions and answers, between characters and audience members. CITE’s facilitator then guides participants in a discussion which enables them to:

- Think through what actually happened.
- Experience empathy for and identification with all the characters.
- Discuss multiple points of view.
- Discuss possible consequences of the interaction.
- Discuss possible solutions.
- Discuss strategies for prevention.

**Level One Program Format**
Introduction by client representative(s)

- Why are we having this program?
- The message from the client's perspective
- Information about CITE
- Introduction of CITE's facilitator

Introduction by CITE's facilitator

- Sets non-judgmental tone of the program
- Explains briefly what will happen during the program

CITE Program (1-2 scenarios)*

- Scenario #1
  - Interactive Q&A between characters & participants
  - Facilitated discussion
- Scenario #2
  - Interactive Q&A between characters & participants
  - Facilitated discussion

Close by CITE facilitator

- Themes & Key Points
- Thank you for participating
- We hope you’ll continue the dialogue
- Introduction of CITE actors

Wrap-up by client representative(s) - Suggested format

- Personal experience of the program's impact
- "Take-away" message
- Resources for further assistance
- Next steps

*Note: A one-scenario program is 2 hours. A two-scenario program is 3 - 3.5 hours.

Level 2 Programs

Level 2 Programs are designed to foster the development of problem-solving skills. CITE dramatizations of a problematic interaction are followed by small group discussion and carefully structured role-plays with participants and professional actors. Participation is limited to a maximum of 60 participants. Learn more about Level 2 program formats +
carefully structured role-plays with participants and professional actors.

**Program Information**

Program length varies for format options. Participant size is limited to a maximum of 60 participants to ensure the depth and quality of the educational experience. Participants:

- Think through what actually happened in the scenario.
- Identify appropriate strategies for dealing with the problematic situation.
- Practice and test strategies through role-play with actors-in-character.
- Receive constructive feedback.
- Reflect on what was learned through the experience.

As with our Level 1 programming, CITE carefully tailors to the needs and environments of our clients. CITE collaborates with the client sponsor to:

- Identify training goals and learning objectives and
- Customize the program in response to organizational policy and practice and, when relevant, to national laws.

**Client Responsibilities for Program Content:**

Because Level 2 programs focus on problem-solving skills in the client’s unique environment, the client’s active involvement in program preparation is an essential component of a successful program. The client will provide and supervise the preparation of the following leadership roles:

Opening and closing remarks

Small group discussion leaders (2-4 people)

HR specialist and/or other appropriate person to provide information & critical feedback from the company’s perspective after each role-play

Level 2 Scenarios are derived from particular scenarios in our existing repertoire. Ask about current availability of topics, and topics under development. We will also create new material on demand pending the time frame of your program, and at an additional cost.

**Level 2 Program Format**

**Introduction by client representative(s) - Suggested format**

- Why are we having this program?
- The message from the client’s perspective
- Information about CITE
Introduction of CITE’s facilitator

- Sets non-judgmental tone of the program
- Explains briefly what will happen during the program

CITE Level 2 Program (one scenario with participant role-plays)

Scenario: CITE

- Problematic workplace interaction
- Small group discussion: Participants & Client facilitators
- Strategies for handling the problem
- Review of organizational policy and resources
- Role-plays to practice implementation of strategies:

Group 1 role-play: Actor/Volunteer

Feedback: CITE/Audience/Client

Group 2 role-play: Actor/Volunteer

Feedback: CITE/Audience/Client

Group 3 role-play: Actor/Volunteer

Feedback: CITE/Audience/Client

Group 4 role-play: Actor/Volunteer

Feedback: CITE/Audience/Client

Close by CITE facilitator

- Themes & Key Points
- Thank you for participating
- We hope you’ll continue the dialogue
- Introduction of CITE actors

Wrap-up by client representative(s)

- Questions on policy and practice from participants
Customized Modules

At the request of the client, CITE will work closely with the client to create customized program formats utilizing interactive theatre in tandem with a variety of traditional training methods.

New Material Development

At the request of the client, CITE will work closely with the client to create new scenario material, which addresses problematic workplace issues not currently in our repertoire. New theatrical material may be developed for Level 1 and Level 2 programs, as well as for customized program modules.