

Print one set per group of 3 or 4. Cut along the dashed lines. Keep the feedback sheet (page 2) with the facilitator until groups have decided.

CARD S1

The quiet distributor

You sent a quote to a Lagos distributor two weeks ago. No reply. What do you do?

- A. Email: "Following up again. Please confirm by Friday or we will offer the territory to others."
- B. Call or send a WhatsApp message, ask after them, then ask whether any part of the quote needs discussion.
- C. Wait another month.

Your group's task (8 minutes): choose A, B or C. Agree on why. Write the exact words you would use.

Our choice: ____ Our exact words:

CARD S2

"We will see about the price"

On a video call, the managing director says, "No problem, we will see about the price." What do you say?

- A. "Great, so we have a deal?"
- B. "Thank you. Which part of the pricing would you like us to look at together?"
- C. Offer an immediate 10% discount.

Your group's task (8 minutes): choose A, B or C. Agree on why. Write the exact words you would use.

Our choice: ____ Our exact words:

Scenario feedback

Facilitator sheet · Do not hand out before groups decide

Scoring: best = 3 points, partial = 1, poor = 0. Ask groups that chose differently to explain their reasoning; there is learning in partial answers.

S1. The quiet distributor

You sent a quote to a Lagos distributor two weeks ago. No reply. What do you do?

Choice	Points	Feedback
A. Email: "Following up again. Please confirm by Friday or we will offer the territory to others."	0	An ultimatum risks ending the relationship. Silence often means the quote is still being discussed internally.
B. Call or send a WhatsApp message, ask after them, then ask whether any part of the quote needs discussion.	3	A personal channel and an open question make an honest answer easy.
C. Wait another month.	1	Patience is good, but total silence can read as lost interest.

S2. "We will see about the price"

On a video call, the managing director says, "No problem, we will see about the price." What do you say?

Choice	Points	Feedback
A. "Great, so we have a deal?"	0	This pushes for a yes that was not given.
B. "Thank you. Which part of the pricing would you like us to look at together?"	3	It invites the real concern.
C. Offer an immediate 10% discount.	1	It may solve the wrong problem and sets a pattern.

What the scenarios teach

- Use a personal channel (a call or WhatsApp) when written messages go quiet.
- Ask open questions that make an honest answer easy.
- Avoid ultimatums and short deadlines with new partners.
- Do not discount before you know the real concern.