

## Game Story – The Journey to Sovershenstvo



Captain Enginia and the USS Kubernetes crew are exploring the cosmic cliffs in the Carina Nebula. They unexpectedly veer off course during their exploration to avoid a cosmic comet. While successfully avoiding the comet, they are off their intended path and running low on fuel. The USS Kubernetes has enough fuel to reach the closest planet with natural gas resources, Sovershenstvo.

Upon landing and initial exploration in Sovershenstvo, the crew meets Ayatas. Ayatas possess a unique ability to speak any language they encounter. Their spaceship accidentally crashed on Sovershenstvo decades ago and has found favor with the




local inhabitants. Ayatas listens to the crew's dilemma and informs them that the Kliyenty tribe has the fuel they need to return home.

However, Ayatas informs Captain Enginia that convincing the Kliyenty tribe to provide them with the needed resources may be difficult. So instead, Ayatas suggest they earn the fuel resources by offering to help mediate some of the Kliyenty tribes' ongoing troubles with their neighboring tribe, MetaHorde.

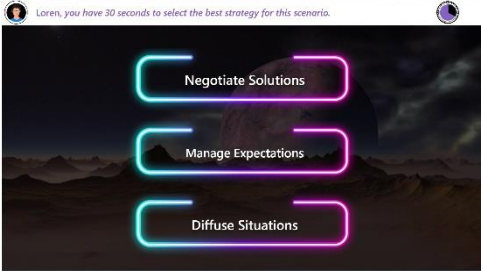
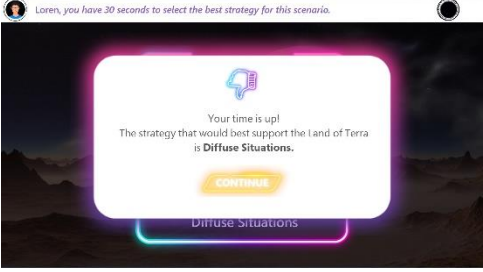
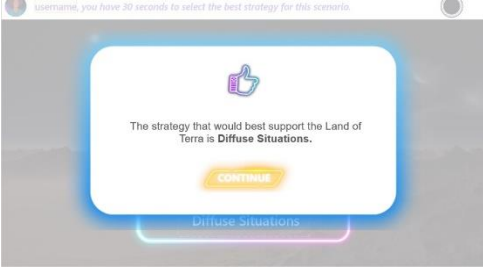


Your task is to help Captain Enginia and the crew solve five distinct scenarios between the two tribes to receive fuel resources to continue exploring the Carina Nebula.

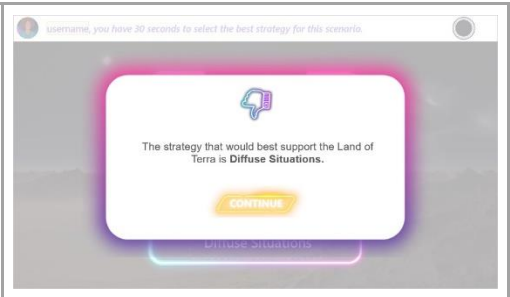
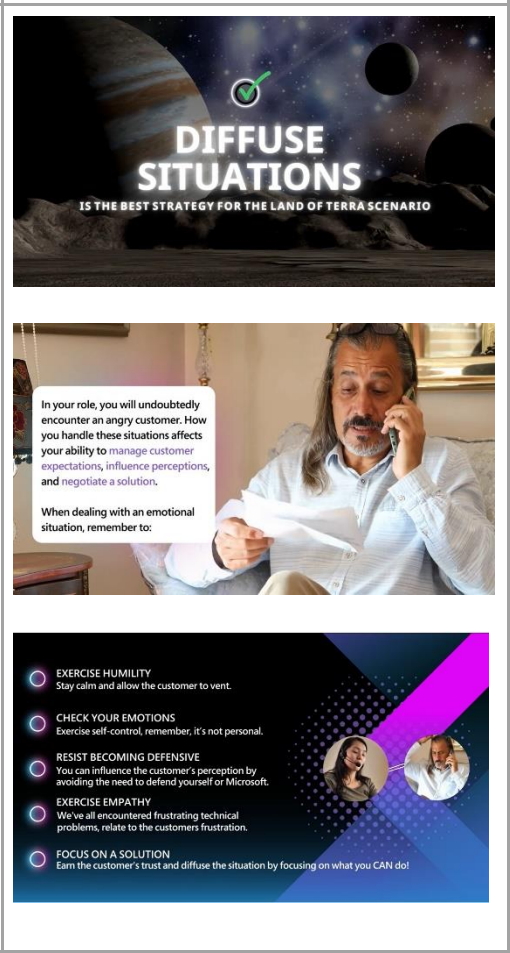
## Storyboard: Part 6 – The Land of Terra

Section	Title	Narration	Text-on-Screen	Interactivity	Mechanic & Visual
6.1	The Land of Terra	<p>Terra is a beautiful village in Sovershenstvo where various tribes have inhabitants enjoying living and working in this shared community. Due to the recent conflicts between MetaHorde and Kliyenty, a new mandate has been declared for Terra. It states that once inhabitants leave their tribal land for Terra, they are never allowed to return home, including those currently living in Terra.</p> <p>News of the mandate has spread, causing sadness, outrage, frustration, and grief for both tribal lineages. The USS Kubernetes crew finds Ayatas particularly troubled by the news, pacing in circles. They are surprised to see Ayatas in such uneasiness and attempt to sit him down to comfort him. But instead, Ayatas angrily heads to meet with the tribal leaders. Upon arrival, he shares exhaustively how the tribes have made progress towards peace in the past few weeks; and demands to know why they've declared this new mandate.</p>	(Same as narration)	Video	<p><b>Mechanic:</b> Introduction to a level/mission, Introductory scene, Instructions, Mission, Narration or voice-over</p> 


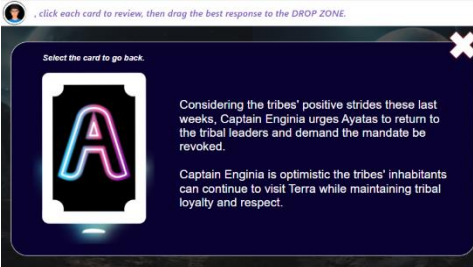
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		The tribal leaders share how the mandate was agreed upon months ago, before the peace agreements. Ayatas uncharacteristically storms out of the meeting, and the crew, moved by Ayatas's emotional state, quickly follows. They meet to discuss how to help.			
6.2a	The Land of Terra Strategy	N/A	<p>*username*, you have 30 seconds to select the best strategy for this scenario.</p> <ul style="list-style-type: none"> <li>• Manage Expectations</li> <li>• Exercise Empathy</li> <li>• <b>Diffuse Situations</b></li> </ul>	Multiple Choice	<p><b>Mechanic:</b> Countdown, Progress lock</p> 
6.2b	The Land of Terra Strategy	N/A	<p>The strategy that would best support the Land of Terra is <b>Diffuse Situations</b>.</p> <p>Continue</p>	Feedback (times-up)	
6.2c	The Land of Terra Strategy	N/A	<p>The strategy that would best support the Land of Terra is <b>Diffuse Situations</b>.</p> <p>Continue</p>	Feedback (correct)	

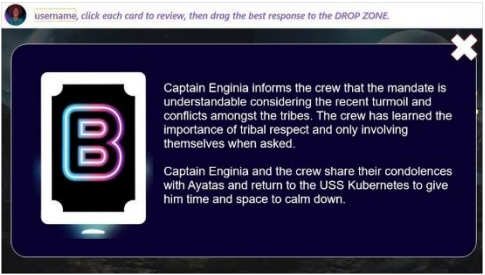

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6.2d	The Land of Terra Strategy	N/A	<p>The strategy that would best support the Land of Terra is <b>Diffuse Situations</b>.</p> <p>Continue</p>	Feedback (incorrect)	
6.3	The Land of Terra Request	<p>Diffuse Situations is the best strategy for the Land of Terra scenario.</p> <p>In your role, you will undoubtedly encounter an angry customer. How you handle these situations affects your ability to manage customer expectations, influence perceptions, and negotiate a solution.</p> <p>When dealing with an emotional situation, remember to:</p> <p>Exercise humility: Stay calm and allow the customer to vent.</p> <p>Check your emotions: Exercise self-control, remember, it's not personal.</p> <p>Resist becoming defensive: You can influence the customer's perception by avoiding the need to defend yourself or Microsoft.</p> <p>Exercise empathy: We've all encountered frustrating technical problems, relate to the customers frustration and,</p>	(Same as narration)	Video	

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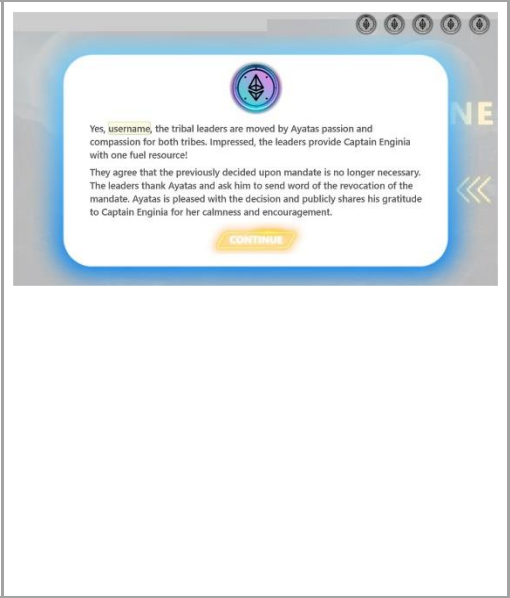
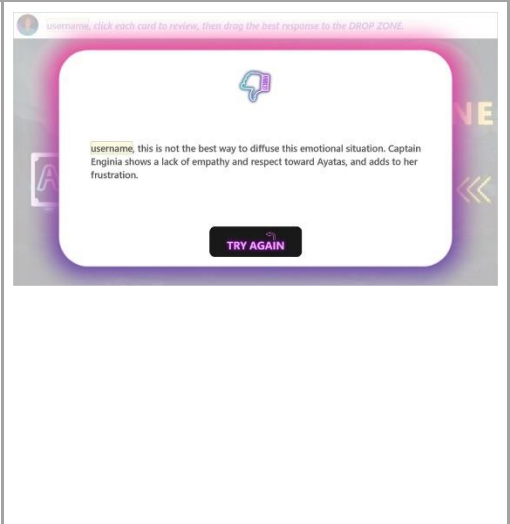
		<p>Focus on a solution: Earn the customer's trust and diffuse the situation by focusing on what you can do!</p> <p>Now, let's get back to the land of Terra!</p> <p>The crew meets to discuss how to help diffuse the situation.</p> <p>Next, help the crew decide the best steps forward. Read each possible solution and select the best option!</p>			
6.4a	The Land of Terra Solution	N/A	*username*, click each card to review, then drag and drop the response to the DROP ZONE.	Multiple Choice Drag & Drop	<p><b>Mechanic: Backtracking, Achievements</b></p>  <p><small>click each card to review, then drag the best response to the DROP ZONE.</small></p>
6.4b	The Land of Terra Solution	Considering the tribes' positive strides these last weeks, Captain Enginia urges Ayatas to return to the tribal leaders and demand the mandate be revoked. Captain Enginia is optimistic the tribes' inhabitants can continue to visit Terra while maintaining tribal loyalty and respect.	(Same as narration)	Card A	 <p><small>click each card to review, then drag the best response to the DROP ZONE.</small></p> <p><small>Select the card to go back.</small></p> <p>Considering the tribes' positive strides these last weeks, Captain Enginia urges Ayatas to return to the tribal leaders and demand the mandate be revoked.</p> <p>Captain Enginia is optimistic the tribes' inhabitants can continue to visit Terra while maintaining tribal loyalty and respect.</p>

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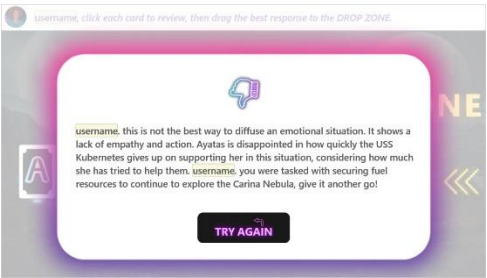

<p>6.4c</p>	<p>The Land of Terra Solution</p>	<p>Captain Enginia informs the crew that the mandate is understandable considering the recent turmoil and conflicts amongst the tribes. The crew has learned the importance of tribal respect and only involving themselves when asked. Captain Enginia and the crew share their condolences with Ayatas and return to the USS Kubernetes to give him time and space to calm down.</p>	<p>(Same as narration)</p>	<p>Card B</p>	 <p>username, click each card to review, then drag the best response to the DROP ZONE.</p> <p>Captain Enginia informs the crew that the mandate is understandable considering the recent turmoil and conflicts amongst the tribes. The crew has learned the importance of tribal respect and only involving themselves when asked.</p> <p>Captain Enginia and the crew share their condolences with Ayatas and return to the USS Kubernetes to give him time and space to calm down.</p>
<p>6.4d</p>	<p>The Land of Terra Solution</p>	<p>Captain Enginia calmly shares with Ayatas that the mandate is understandable considering the recent turmoil and conflicts amongst the tribes. In the short time, the crew has been on Sovershenstvo, they've witnessed a considerable change in the tribal relationships. Captain Enginia urges Ayatas to return to the tribal leaders, <b>remind them of the issues they've been able to resolve within the last weeks</b> and request the mandate be revoked. Ayatas is optimistic the tribes' inhabitants can continue to visit Terra while maintaining tribal loyalty and respect.</p>	<p>(Same as narration)</p>	<p>Card C</p>	 <p>username, click each card to review, then drag the best response to the DROP ZONE.</p> <p>Captain Enginia calmly shares with Ayatas that the mandate is understandable considering the recent turmoil and conflicts amongst the tribes.</p> <p>Captain Enginia urges Ayatas to return to the tribal leaders, remind them of the issues they've been able to resolve within the last weeks and request the mandate be revoked. Ayatas is optimistic the tribes' inhabitants can continue to visit Terra while maintaining tribal loyalty and respect.</p>



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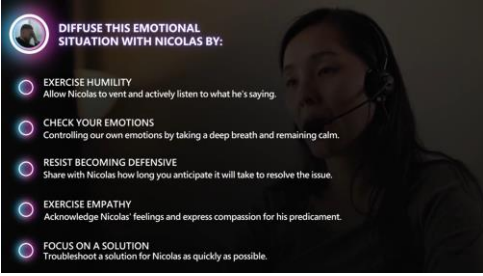

<p>6.4e</p>	<p>The Land of Terra Solution</p>	<p>N/A</p>	<p>The tribal leaders are moved by Ayatas passion and compassion for both tribes. They agree that the previously decided upon mandate is no longer necessary. The leaders thank Ayatas and ask him to send word of the revocation of the mandate. Ayatas is pleased with the decision and publicly shares his gratitude to Captain Enginia for her calmness and encouragement. Impressed, the leaders provide Captain Enginia with one more fuel resource!</p> <p>Continue</p>	<p>Correct Feedback (C)</p>	
<p>6.4f</p>	<p>The Land of Terra Solution</p>	<p>N/A</p>	<p>This is not the best way to diffuse this emotional situation. Captain Enginia shows a lack of empathy and respect toward Ayatas, and adds to his frustration. You were tasked with securing five fuel resources to continue to explore the Carina Nebula. Unfortunately, you have only earned X fuel resources. As a result, you have failed the Journey to Sovershenstvo.</p> <p>Try again</p>	<p>Incorrect Feedback (A)</p>	

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<p>6.4g</p>	<p>The Land of Terra Solution</p>	<p>N/A</p>	<p>This is not the best way to diffuse an emotional situation. It shows a lack of empathy and action. Ayatas is disappointed in how quickly the USS Kubernetes gives up on supporting him in this situation, considering how much he has tried to help them. You were tasked with securing five fuel resources to continue to explore the Carina Nebula. Unfortunately, you have only earned X fuel resources. As a result, you have failed the Journey to Sovershenstvo.</p> <p>Try again</p>	<p>Incorrect Feedback (B)</p>	
<p>6.5</p>	<p>The Land of Terra &amp; Microsoft Customers</p>	<p>You selected the best solution!</p> <p>The tribal leaders are moved by Ayatas passion and compassion for both tribes. They agree that the previously decided upon mandate is no longer necessary. The leaders thank Ayatas and ask him to send word of the revocation of the mandate.</p> <p>Grateful, the Leaders provide the crew with one fuel resource.</p> <p>Ayatas is pleased with the decision and publicly shares his gratitude to Captain Enginia for her calmness and encouragement.</p>	<p>(Same as narration)</p>	<p>Video</p>	



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	<p>How can we relate the land of terra scenario to supporting Microsoft customers?</p> <p>The Land of Terra was peaceful up until the mandate, inciting a variety of emotions. Similarly, a customer call can unexpectedly turn from calm into an emotional situation. It is our job to do our best to Diffuse Emotional Customer Situations.</p> <p>Nicolas is the systems administrator for a start-up investment firm; he's currently leading a project to upgrade the firm's financial software. He has planned a timeframe limiting the financial impact, so the window to finish the upgrade is tight! Every minute the software is offline, the firm loses money.</p> <p>Unfortunately, Nicolas encounters a problem during the upgrade and calls Microsoft support for assistance. He is frantic because his timeframe to complete the upgrade is dwindling as he's spent too much time trying to fix the problem himself.</p> <p>The pressure on Nicolas has caused his emotions to flare. He is furious and rude to the support engineer; he states</p>		 <p>Every minute the software is offline, the firm loses money.</p> <p>Unfortunately, Nicolas encounters a problem during the upgrade and calls Microsoft support for assistance. He is frantic because his timeframe to complete the upgrade is dwindling as he's spent too much time trying to fix the problem himself.</p>  <p>The pressure on Nicolas has caused his emotions to flare. He is furious and rude to the support engineer; he states that they need to resolve this ASAP, or his job is on the line.</p>  <p><b>DIFFUSE THIS EMOTIONAL SITUATION WITH NICOLAS BY:</b></p> <ul style="list-style-type: none"> <li><b>EXERCISE HUMILITY</b> Allow Nicolas to vent and actively listen to what he's saying.</li> <li><b>CHECK YOUR EMOTIONS</b> Controlling our own emotions by taking a deep breath and remaining calm.</li> <li><b>RESIST BECOMING DEFENSIVE</b> Share with Nicolas how long you anticipate it will take to resolve the issue.</li> <li><b>EXERCISE EMPATHY</b> Acknowledge Nicolas' feelings and express compassion for his predicament.</li> <li><b>FOCUS ON A SOLUTION</b> Troubleshoot a solution for Nicolas as quickly as possible.</li> </ul>  <p><i>Congratulations</i></p> <p>YOU HAVE COMPLETED PART 6 OF THE</p> <p><b>JOURNEY TO SOVERSHENSTVO</b></p>
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		<p>that they need to resolve this ASAP, or his job is on the line.</p> <p>Diffuse this emotional situation with Nicolas by:</p> <ul style="list-style-type: none"><li>• Exercising Humility: Allow Nicolas to vent and actively listen to what he's saying.</li><li>• Check your emotions: Controlling our own emotions by taking a deep breath and remaining calm.</li><li>• Resist becoming defensive: Share with Nicolas how long you anticipate it will take to resolve the issue.</li><li>• Exercise empathy: Acknowledge Nicolas' feelings and express compassion for his predicament.</li><li>• Focus on a solution: Troubleshoot a solution for Nicolas as quickly as possible. Congratulations!</li></ul> <p>You have completed part 6 of the Journey to Sovershenstvo.</p> <p>Keep watching to continue to the final part of this series, or select exit to resume at a later date.</p>			
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