



# Training Video

Script Templates

## Leadership Script Template

| Scene | Narration   | On-screen / Visuals  |
|-------|---|--|
| 1     | Open with a situation your learner will recognize. A moment where the instinct to step in feels completely reasonable. Don't set up the right answer yet. Set up the tension. | Avatar. Title card with video name.  |
| 2     | Name what's at stake if the leader handles this the wrong way. Be specific about the consequence, for the leader, the team, or the relationship.                              | On-screen text reinforcing the stakes.   |
| 3     | Introduce the framework or concept that reframes the situation. Name it. Explain what it is and why it matters here.  | On-screen text introducing the framework. Supporting visual or diagram if relevant.  |
| 4     | Break down the framework. What are its components? How does each one show up in a real workplace scenario?  | On-screen text or diagram illustrating each component.                               |
| 5     | Show how the situation from Scene 1 maps onto the framework. Where is the leader being pulled? What role are they about to take on without realizing it?                      | Scenario visual or animation showing the framework applied to the opening situation. |
| 6     | Introduce the decision point. The leader has to choose how to respond. Present two or three   | Decision prompt on screen. Learner selects a   |

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|    | realistic options, including the instinctive wrong answer.   | response before continuing.   |
| 7  | Show the consequence of the wrong choice. What happens next? Be specific, not cautionary.                                      | Scenario visual showing the outcome of the wrong choice.                    |
| 8  | Now show what the right response looks like in practice. Not a principle, a behavior. What does the leader actually say or do? | Scenario visual or screen recording showing the correct response in action. |
| 9  | Name the most common mistake leaders make in this situation. The one that feels like the right thing to do but isn't.          | On-screen text naming the mistake.  |
| 10 | Explain the reframe. Why does the instinctive response make things worse, and what should the leader do instead?               | On-screen text with the reframe and correct behavior.                       |
| 11 | Tell the learner exactly what to do next time this situation arises. One behavior, one commitment.                             | On-screen text with the key takeaway. Avatar closes the video.              |

## Completed Example

**Scenario:** Managing conflict using the Drama Triangle

**Learning Objective:** This video is for leaders who currently step in to resolve conflict between colleagues, often taking sides or solving the problem for them. After watching, leaders should be able to recognize when they're being pulled into the drama triangle and redirect accountability back to the two parties so that conflicts are resolved at the right level and the leader isn't the ongoing mediator for every team disagreement.

| Scene | Narration  | On-screen / Visuals   |
|-------|--|---|
| 1     | Two people on your team aren't getting along. One comes to you frustrated, saying the other is being dismissive and uncooperative. Your instinct is to step in, hear both sides, and sort it out. That instinct is going to make things worse.   | Avatar. Title card: "Why stepping in makes conflict harder to resolve." |
| 2     | Leaders who position themselves as the solution to every team conflict end up owning the conflict. The two parties stop working it out between themselves. Every disagreement becomes your problem to solve, and the dynamic that caused the conflict in the first place stays intact. | On-screen text: "Stepping in keeps the conflict alive."                 |
| 3     | There's a framework that explains why this happens. It's called the drama triangle, developed by psychologist Stephen Karpman. It describes three roles people unconsciously take on during conflict: the Persecutor, the Victim, and the Rescuer.                                     | On-screen text introducing the three roles. Diagram of the triangle.    |

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| 4 | <p>The Persecutor is the one being blamed for the problem. The Victim is the one who feels wronged and powerless to fix it. The Rescuer is the one who steps in to help, often without being asked. The triangle stays in motion as long as someone is playing each role.</p>  | <p>Diagram with each role labeled and described.</p>   |
| 5 | <p>When a colleague comes to you with a conflict, they're presenting themselves as the Victim. The other person is the Persecutor. And the moment you step in to solve it, you've become the Rescuer. You're now inside the triangle, and the conflict has a new dynamic: it runs through you.</p>   | <p>Animation showing the leader being pulled into the triangle.</p>                                      |
| 6 | <p>A colleague comes to you and says their teammate keeps talking over them in meetings and dismissing their ideas. What do you do? A) Speak to the teammate directly and tell them to stop. B) Tell the colleague you'll keep an eye on it in future meetings. C) Ask the colleague what they've already tried and what outcome they want.</p>    | <p>Decision prompt on screen with three options. Learner selects before continuing.</p>                  |
| 7 | <p>Options A and B both put you inside the triangle. In Option A, you become the Persecutor's Persecutor. In Option B, you've made yourself responsible for monitoring the dynamic indefinitely. Either way, the two colleagues haven't resolved anything between themselves, and you've taken ownership of a problem that isn't yours to own.</p> | <p>On-screen text: "You're in the triangle." Diagram showing the leader's role in each wrong choice.</p> |

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| 8  | <p>Option C keeps you outside the triangle. You're not solving the problem. You're coaching the colleague to take ownership of it. Ask: what have you tried so far? What would a good outcome look like for you? What's one thing you could do differently in the next meeting? These questions redirect accountability back to the person who has the most power to change the dynamic.</p> | <p>On-screen text: "Coach, don't rescue." Key questions on screen.</p>     |
| 9  | <p>The most common mistake is treating Rescuer behavior as good leadership. Stepping in feels supportive. It feels decisive. But it removes the accountability of the two people who actually need to resolve the conflict.</p>  | <p>On-screen text: "Rescuing isn't leading."</p>                           |
| 10 | <p>The reframe: your job isn't to resolve the conflict. It's to build the capacity of both parties to resolve it themselves. That means asking questions instead of giving answers, and redirecting ownership instead of absorbing it.</p>   | <p>On-screen text: "Redirect accountability. Don't absorb it."</p>         |
| 11 | <p>Next time a colleague brings you a conflict, pause before you respond. Ask yourself: am I being invited into the triangle? Then ask them: what have you tried, and what do you want to happen next? That's where resolution starts.</p>   | <p>On-screen text: "Ask first. Step in last." Avatar closes the video.</p> |