Delicate Dining is a restaurant chain operating from a number of locations. It has a common marketing concept that includes a common restaurant layout, service and menu.

Common information is provided in the VSLE, with individual scenarios emailed to individuals. Participants become 'virtual employees' and are presented with various scenarios they may face and asked to adopt various roles. Participants are not aware of the various scenarios and individual player characteristics, although some information is shared but from different perspectives. The characters have a title and role but are able to extrapolate from the outline the tactics for negotiation they will adopt.

Scenarios are open ended with sufficient flexibility to produce any outcome. Participants are asked to explore different approaches to what they would normally adopt in responding to challenge activities and observe and reflect on people’s reactions.

Issues are broad and can cover any challenge to an organisation. Typical examples include negotiating wage and working conditions, problem-solving health and safety issues, handling sexual harassment, introduction of technology, training.

Participants change roles in order to experience similar challenges from different perspectives. Typical roles include manager/lessee, employees (Chef, Kitchen-hand, Waiting staff, Bar staff).

Activity occurs using asynchronous discussion. Participants can be enrolled in a number of Discussion groups across outlets, a group of union members or a group of Lessees. The Discussion forums allow for anonymous or identified postings.

Participants are asked to post the final outcome for their group at a certain finishing time. This reduces the burden on the facilitator of having to read all postings.

The facilitator assists commencement and undertakes periodic checks of discussion to ensure no illegal or discriminatory postings are being made and that equity principles are maintained.

The facilitator plays a central role in the face-to-face session assisting analysis and reflection and debriefing the participants from their role.

Assessment identifies, first, how effectively the participant adheres to the theory or model of negotiation they were assigned. Second, how clearly the participant is able to identify their learning from the role-play through their reflections in a learning journal.