

Gold Standard Behavioral Scenario Examples

Representative multi-step behavioral interaction scenarios for AI training, simulation systems, and escalation-aware conversational modeling.

Scenario 1 — High-Risk Escalation

Trigger: Resident bumped in communal area; noise and observers present.

"Watch where you're going!"

Caregiver: Maintains distance; neutral stance.

"Let's take a moment and give each other some space."

Escalation: "They did that on purpose!"

De-escalation: Redirect and remove audience; quieter area.

"Let's walk over here for a moment."

Outcome: Disengagement; escalation avoided.

Scenario 2 — Emotional Conflict

Trigger: Resident expects deceased spouse.

"Why hasn't he come?"

Caregiver: Emotional alignment; no contradiction.

"He must mean a great deal to you."

Escalation: "No one will tell me where he is."

Stabilisation: Reminiscence; quieter space.

"Would you like to tell me about him?"

Outcome: Distress reduces; calm restored.

Scenario 3 — Failed Intervention & Recovery

Trigger: Care initiated too quickly.

"Leave me alone."

Ineffective: "We need to do this now."

Escalation: "I said no!"

Reset: "You're right — I rushed that."

Recovery: Offer choice.

"Would you like to start small?"

Outcome: Partial engagement achieved.

Positioning: Designed for systems that must handle complex interactions where timing, tone, and escalation awareness are critical.