



Quick Start Guide Merchants

SERIOUS GAME ON NEGOTIATION AND
CONFLICT RESOLUTION



Internal Audit Team

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<http://gamelearn.zendesk.com/>

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Live Insights & Short Films: www.Youtube.Audit-Challenge.com



01. Do you accept the audit challenge?

Merchants is a true intellectual challenge that will help you boost your Audit Negotiation and Conflict Resolution skills, as tens of thousands of participants in over 1000 companies around the world have.

Don't get discouraged at the beginning; as you progress through the adventure, you'll discover new techniques to put into practice, and you'll see noticeable improvement little by little. It's not an easy game. It's the best virtual learning program on the market, so your efforts will really pay off.

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02. Basic functioning of the audit business game?

Merchants starts with a series of automatic tutorials that explain how the program works.



In this game, you'll take the role of Carlo Vecchio. Your goal is to make your maritime trading company grow by making decisions about your fleet of ships and the trading routes you want to operate. You'll get the money for your investments by negotiating with some of the characters in the game, and from the profits from your trading routes. You'll have to search for relevant information in the different scenarios of the city by talking to some of the characters and using certain objects (signs, signals, books, etc.).



Your mentor, Lucio Ricci, will help you at different points in the adventure with his lessons and lectures. Make sure to listen to him carefully and jot down some of his teachings ("Mentor" scenario). You'll compete with the rest of your coworkers in trying to become the most prosperous trader in Venice. You'll be able to compare your score and that of your coworkers by checking the ranking in real time.



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03. Main buttons

It's important for you to know what each of the buttons on the screen does.

1. **See map:** to move between scenarios, just click the scenario you want to go to (button "map" on the lower right side of the screen)
2. **Help:** to consult some help information (button shaped like a "?") on the left side of the screen.
3. **Main Menu/Settings:** to change language, activate/desactivate music and sounds and logout (button on the top right).
4. **Ranking:** lets you see the positions and scores of the players in real time (button on the lower right side of the screen).

Carlo can interact with different characters and objects by clicking them. This interaction in some cases lets you obtain "objective criteria" that can be useful in the negotiations. You should pay attention to the different alerts that appear along the way in the adventure. These alerts give you instructions that you will have to follow. These "instructions" remain displayed on the alerts bar until you do what they tell you to (circles at the bottom of the screen). Position the cursor over an alert to see a text description of the "instruction."

01.



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04. The audit negotiation simulator

After carefully reading the case (statement), the negotiations have two phases:

1. Information Exchange and Needs Detection: the goal is to fill in the Interests and Trust bars.
2. Proposal. Remember to always cover the interests of both parties with variables. You enter variables by using the “Add variable” button and its corresponding text field. In this phase, you’ll also be able to enter “Objective Criteria” which will help you support your proposal and reach better agreements, although they’re not essential for closing a deal.
3. Feedback. After each negotiation attempt, you’ll receive a feedback report that will analyze your strategy and proposal, allowing you to repeat the negotiation to reach a better agreement.



05. Six levels to let you practice

Merchants has six cases (negotiations):

1. Resolution of a conflict regarding transport of a wine shipment to the port of Alexandria.
2. Secret negotiation with the Papal States for the invasion of Florence.
3. Negotiation regarding the conditions of a loan with a moneychanger at the Rialto bridge.
4. Business collaboration agreement with a veteran businesswoman.
5. Distribution of the sea routes of the Mediterranean with the emissary of the Republic of Genoa.
- 06 . Hiring of a ship's captain for your merchant fleet.



The Audit Research Center Team wishes you a lot of fun during your training!

*„You can't do today's job with
yesterdays methods and be
in business tomorrow.“*



Steve Jobs