

Group Discussion Activity:

MT1.1_2

Evaluating Real-Life Communication Scenarios

Objective:

To help participants understand how verbal interaction and language styles affect communication in real-world scenarios by discussing and evaluating different situations.

Time:

30-40 minutes

Instructions:

1. **Divide the group into small teams** (3-5 participants per group).
2. **Provide each group with real-life communication scenarios** that reflect different settings.
Example scenarios could include:
 - A business meeting where a manager gives feedback to an employee.
 - A negotiation between a buyer and a seller over a contract.
 - A presentation to stakeholders or clients.
 - A debate about a social issue between two colleagues.
3. **Discussion Questions:**
 - What type of verbal interaction is used in this scenario (conversation, negotiation, presentation, or debate)?
 - What language style (formal, informal, persuasive) is most appropriate for this scenario? Why?
 - How effective is the communication in this scenario? What could improve it?
 - How does body language or tone of voice impact the communication?
4. **Group Presentation:**
 - After discussing, each group presents their findings to the rest of the participants.
 - They should highlight the key verbal interactions, language styles, and communication strategies used in their assigned scenario, along with suggestions for improvement.
5. **Facilitator's Role:**
 - The facilitator moderates the discussion, ensuring everyone participates.
 - Provide feedback on the group's analysis, focusing on identifying key insights about how communication effectiveness can change based on context and interaction type.

Attachment to MT
Task 2.3



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Materials:

- Printed or digital copies of the scenarios.
- Flipcharts or a shared digital platform (e.g., Google Docs) for each group to note their observations.

Outcome:

By the end of the discussion, participants will be able to:

- Identify types of verbal interactions in real-life contexts.
- Evaluate the effectiveness of language styles in various communication scenarios.
- Provide constructive suggestions to improve communication skills in professional and personal settings.

Here are **four detailed real-life communication scenarios** for the group discussion activity:

Scenario 1: A Business Meeting - Manager Gives Feedback to an Employee

Setting: A manager is meeting with one of their team members, John, to provide feedback on a recent project. John has worked hard, but there were some issues with missed deadlines and incomplete documentation.

Conversation:

- **Manager:** "John, thank you for all the effort you've put into the project. I noticed that you were really proactive in solving some of the challenges we faced. However, there were a few areas where deadlines were missed, and some documents were left incomplete. Can we discuss what happened?"
- **John:** "Yes, I struggled with managing my time when unexpected tasks came up. I focused on the more urgent requests and didn't get to some of the documentation on time."
- **Manager:** "I understand. It's great that you handled the urgent tasks, but we also need to ensure deadlines are met and documentation is completed for smooth project handovers. Let's work together on a time management plan that will help you balance both in the future."

Key Points for Discussion:

- What type of verbal interaction is this?
- Is the manager using formal, informal, or persuasive language? How could this affect the employee's response?
- How can feedback be given constructively to encourage improvement without demotivating the employee?

Scenario 2: Negotiation - Buyer and Seller Over a Contract

Setting: A buyer, Sarah, is negotiating with a seller, Ahmed, for the purchase of bulk office supplies. Sarah wants to negotiate a lower price due to budget constraints, while Ahmed is focused on maintaining his profit margin.

Conversation:

- **Sarah (Buyer):** "Ahmed, your products are of high quality, and we'd love to continue purchasing from you. However, we're working with a limited budget this quarter, and I'm wondering if there's any flexibility in your pricing?"
- **Ahmed (Seller):** "I understand your concerns, Sarah, but our prices are already competitive given the market and the cost of materials. Lowering them further could affect the quality."
- **Sarah:** "I appreciate that, and quality is very important to us. What if we commit to a longer-term contract with more frequent orders? Would that help in offering a discount?"
- **Ahmed:** "That's something we can definitely explore. A longer-term commitment would help us plan better and reduce costs. I could offer a 5% discount if you agree to a one-year contract with monthly orders."

Key Points for Discussion:

- What type of verbal interaction is this, and what negotiation strategies are being used?
 - How does Sarah's persuasive language affect Ahmed's response?
 - Could this negotiation be handled differently for a more favorable outcome for both parties?
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Scenario 3: Presentation - Presenting to Stakeholders or Clients

Setting: Julia is presenting a project update to key stakeholders from a client company. The project is progressing well, but there have been a few delays due to unforeseen challenges.

Presentation:

- **Julia:** "Good morning, everyone. Thank you for being here. I'm pleased to update you on the progress of the website redesign project. We've completed the initial wireframes and design, which I'd like to show you today. However, we have faced some delays in the backend development due to unexpected technical challenges."
- **Client Stakeholder:** "Can you give us a clearer idea of the delay and how it will impact the overall timeline?"

- **Julia:** "Absolutely. We're currently about two weeks behind schedule. However, we've brought in additional resources to ensure the project stays on track. We're confident we can make up for lost time and still meet the overall deadline."

Key Points for Discussion:

- What type of verbal interaction is this, and how does Julia handle delivering both positive and challenging news?
- Is Julia's language style appropriate for a professional presentation? Could it be more formal or persuasive?
- How can presenters effectively manage stakeholder concerns about project delays?

Scenario 4: Debate - A Social Issue Between Two Colleagues

Setting: Two colleagues, Lisa and David, are debating a recent company policy that limits remote working. Lisa supports the policy, while David disagrees and believes employees should have more flexibility.

Conversation:

- **Lisa:** "I think the company's new remote work policy makes sense. It encourages more face-to-face collaboration, and I've noticed that team productivity is higher when we're all in the office together."
- **David:** "I disagree. I think the policy is too restrictive. Not everyone is more productive in the office. I work better from home without the distractions of commuting or constant interruptions."
- **Lisa:** "But being in the office helps build stronger relationships and teamwork, which are crucial for our success. Don't you think that outweighs the benefits of working from home?"
- **David:** "Building relationships is important, but so is giving people the flexibility to work where they're most effective. I think the company should offer a hybrid model where people can choose."

Key Points for Discussion:

- What type of verbal interaction is this? What debate strategies are being used by both sides?
- How do Lisa and David's language styles (formal vs. informal) affect their arguments?
- What role does critical thinking play in constructing their arguments? Could either person use more persuasive techniques?