

Role-play Activity MT1.1_4

Total Duration: 59 Mins

Objective:

To improve conversational skills by practicing balanced talking and listening, while applying active listening techniques.

Instructions:

1. Pair Participants:

1. Divide the group into pairs. Each pair will take turns acting as the speaker and listener in different conversational scenarios.

2. Assign Conversation Topics:

1. Assign a conversation topic to each pair. Choose from real-world workplace scenarios, such as:
 1. **Scenario 1:** Discussing a new project assignment.
 2. **Scenario 2:** Giving colleague constructive feedback.
 3. **Scenario 3:** Resolving a minor conflict in the workplace.
 4. **Scenario 4:** Asking for help or guidance on a difficult task.
 5. **Scenario 5:** Sharing new ideas in a brainstorming session.

3. Preparation:

1. Each participant should spend 2-3 minutes thinking about their role in the conversation:
 1. **Speaker:** Prepare what you will say about the topic, focusing on clear communication and concise messaging.
 2. **Listener:** Focus on applying active listening techniques, such as asking follow-up questions, maintaining eye contact, nodding, and providing feedback.

4. Conduct the Role-Play:

1. Each conversation lasts for 5 minutes.
2. After 5 minutes, participants switch roles (the listener becomes the speaker and vice versa).

Active Listening Techniques to Apply:

Attachment to MT
Task 2.3



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- **Paraphrasing:** Repeat or rephrase what the speaker says to show you understand, e.g., "So, what you're saying is that you'd prefer to start the project next week?"
- **Asking Clarifying Questions:** Ask open-ended questions to dig deeper, e.g., "Can you explain a bit more about why you think this approach is best?"
- **Showing Engagement:** Use non-verbal cues such as nodding, maintaining eye contact, and appropriate facial expressions to show you're engaged.
- **Providing Constructive Feedback:** After the speaker finishes, offer a brief summary or reaction to what was said.

Debrief & Feedback:

1. Group Debrief (10 minutes):

1. After the role-play, bring the entire group back together to discuss their experiences.
2. Ask participants questions such as:
 1. What was the most challenging part of the conversation for you?
 2. How did active listening improve the conversation?
 3. Were there moments when you found it difficult to balance talking and listening?

2. Peer Feedback (5 minutes):

1. Ask each participant to give their partner one piece of positive feedback and one area for improvement.
2. Feedback should focus on specific elements of the conversation, such as how well they listened, whether they asked insightful questions, or how effectively they expressed their thoughts.

3. Facilitator Feedback (5 minutes):

1. As the facilitator, offer overall feedback to the group on common strengths and areas for improvement observed during the role-play.

Outcome:

By the end of the exercise, participants should:

- Gain practical experience in maintaining balance in conversations.

- Improve their ability to listen actively and respond appropriately.
- Understand how effective communication builds trust, fosters collaboration, and resolves conflicts.

Scenario 1: Discussing a New Project Assignment

Context:

You are a team member receiving instructions from your manager about a new project that you will be leading. Your goal is to ask clarifying questions to understand the project's scope, timeline, and expectations.

Example Conversation:

- **Manager** **(Speaker):**
"We're starting a new project next week, and I'd like you to take the lead on it. The client expects a full redesign of their website within two months. They want us to focus on improving the user experience and mobile optimization. You'll be coordinating with both the design and marketing teams."
- **Team** **Member** **(Listener):**
"That sounds like a great opportunity. Could you clarify the specific outcomes the client is looking for with this redesign? For example, are they focusing more on the visuals, or is functionality the priority?"
- **Manager:**
"Functionality is definitely the priority. They want a website that loads faster and is easy to navigate on mobile devices. The visual design is important, but secondary to functionality."
- **Team** **Member:**
"Thanks for clarifying. Will I have direct communication with the client, or will that be handled through you?"
- **Manager:**
"I'll handle most of the client communication, but you'll be involved in some of the meetings, especially when it comes to progress updates."
- **Team** **Member:**
"Got it. I'll start coordinating with the design and marketing teams right away. I'll set up a kickoff meeting for early next week."

Key Points to Practice:

- Asking for clarification on project details.

Attachment to MT
Task 2.3



- Active listening (e.g., rephrasing the manager's instructions).
- Summarizing the next steps to confirm understanding.

Scenario 2: Giving a Colleague Constructive Feedback

Context:

You need to give feedback to a colleague who has been consistently late in submitting reports. Your goal is to address the issue without demotivating them while encouraging improvement.

Example Conversation:

- **You** **(Speaker):**
"Hey, I wanted to talk to you about the recent reports you've submitted. I've noticed that they've been coming in later than expected, and I'm concerned it might be affecting the team's progress."
- **Colleague** **(Listener):**
"Yeah, I've been struggling to keep up with the workload lately. I didn't realize it was impacting the team."
- **You:**
"I understand. I know you've been working on multiple tasks. I just wanted to bring it up because the reports are crucial for our weekly meetings, and when they're late, it delays the decision-making process."
- **Colleague:**
"That makes sense. I've been prioritizing the more urgent tasks, and the reports kind of got pushed to the side."
- **You:**
"I appreciate that you're managing urgent tasks. Would it help if we re-evaluate the deadlines or discuss ways to streamline the report process?"
- **Colleague:**
"That could work. Maybe if I get the template in advance, I could fill it out as I go instead of waiting until the end of the week."
- **You:**
"That sounds like a good idea. Let's try that for the next couple of weeks and see if it helps with the timing."

Key Points to Practice:

- Providing constructive feedback in a respectful and supportive way.

- Listening to the colleague's perspective and challenges.
- Offering solutions and collaborating on an improvement plan.

Scenario 3: Resolving a Minor Conflict in the Workplace

Context:

You and a colleague have been in disagreement over the best approach to complete a project. Your goal is to resolve the disagreement and find a compromise.

Example Conversation:

- **You** **(Speaker):**
"I wanted to talk about the way we've been handling the project. I know we've had some differences of opinion about the timeline, and I think it's important that we're on the same page."
- **Colleague** **(Listener):**
"Yeah, I've been feeling like we're not aligned on how to prioritize tasks. I think we should focus on getting the design phase done first, but you seem more focused on the testing phase."
- **You:**
"I see where you're coming from. My concern is that if we don't start testing sooner, we might not catch any major issues until later in the project, which could delay the launch."
- **Colleague:**
"That's a valid point. But I feel like the design isn't where it needs to be yet. If we move on to testing now, we might miss some key design elements."
- **You:**
"I agree that the design is important. How about we work in parallel? We can finalize the main design elements while starting initial testing on the existing features. That way, we're not losing time on either front."
- **Colleague:**
"That sounds like a good compromise. Let's map out which parts of the design can be finalized and which parts we can start testing."

Key Points to Practice:

- Acknowledging the other person's concerns and offering a compromise.

- Listening and validating the other person's perspective.
- Finding a solution that works for both parties.

Scenario 4: Asking for Help or Guidance on a Difficult Task

Context:

You are feeling overwhelmed with a task and need to ask your manager or a colleague for help. Your goal is to ask for assistance while taking ownership of the situation.

Example Conversation:

- **You** **(Speaker):**
"I wanted to talk to you about the report I've been working on. I've made some progress, but I'm running into a few challenges with the data analysis. I think I could use some guidance."
- **Manager/Colleague** **(Listener):**
"I'm glad you reached out. What specifically are you struggling with?"
- **You:**
"I'm having trouble interpreting some of the data trends, and I'm not sure how to present the results in a way that makes sense. I've tried a few different approaches, but I'm not confident in any of them."
- **Manager/Colleague:**
"Data analysis can be tricky. How about we sit down together and go through the trends? I can show you a few techniques for interpreting them, and we can work on the presentation together."
- **You:**
"That would be really helpful. I've already organized the data into categories, so I just need some guidance on how to interpret it."
- **Manager/Colleague:**
"Great, I think you're on the right track. Let's set up a time tomorrow to review it together."

Key Points to Practice:

- Asking for help while showing initiative and ownership.
- Being specific about the challenges you're facing.
- Receiving guidance and constructive feedback openly.

Scenario 5: Sharing New Ideas in a Brainstorming Session

Context:

You are part of a team brainstorming session where each person is encouraged to share new ideas for a project. Your goal is to present your idea clearly and respond to feedback from the group.

Example Conversation:

- **You** **(Speaker):**
"I've been thinking about how we can improve user engagement on our website. One idea I have is to create a series of interactive tutorials that guide users through the product's features in a hands-on way."
- **Team** **Member** **(Listener):**
"That's an interesting idea. How do you think we can make the tutorials engaging enough for users to complete them?"
- **You:**
"I was thinking we could add interactive elements, like quizzes or rewards, at the end of each section to keep users motivated. We could also personalize the tutorials based on the user's behavior on the site."
- **Team** **Member:**
"I like the personalization aspect. Do you think it will require a lot of additional development time?"
- **You:**
"It might take some extra time, but I think the long-term benefits of increased engagement would be worth the investment. We could start with a basic version and add more features over time."

Key Points to Practice:

- Presenting ideas clearly and confidently in a collaborative setting.
- Responding to questions and feedback in a constructive manner.
- Building on other team members' suggestions to refine your ideas.