Individual Exercise MT1.3_5: Scenario Writing – Positive vs. Negative Language Reflection
Objective:
To encourage participants to reflect on their own communication style by practicing both positive and negative language in a given scenario, then evaluating the potential outcomes and emotional impact of each approach.
Duration:
10-15 Minutes
Instructions:
1. **Choose a Scenario**:
    1. Provide each participant with a scenario where they need to communicate with someone else. Example scenarios could include:
        1. **Providing Feedback**: A team member made several mistakes in a report.
        2. **Requesting Help**: They need assistance from a colleague on a time-sensitive task.
        3. **Addressing a Delay**: They have to inform a client or manager that a deadline will be missed.
2. **Write Two Responses**:
    1. **Positive Response**: Ask participants to write a response using positive, constructive language that is empathetic, respectful, and solution-focused.
    2. **Negative Response**: Next, have them write a version using negative language, focusing on criticism or placing blame without suggesting solutions or support.
3. **Self-Reflection**:
    1. Once both responses are written, ask participants to answer the following reflection questions:
        1. **Emotional Impact**: How would each response likely make the recipient feel?
        2. **Potential Outcome**: Which response would likely lead to a more productive or positive outcome? Why?
        3. **Self-Awareness**: Reflecting on your own communication style, which approach do you think you tend to use? How might you improve?
4. **Debrief**:
    1. If appropriate, invite volunteers to share their reflections or insights.
    2. Summarize key takeaways, emphasizing how positive language can build trust, motivate others, and create solutions, while negative language can damage relationships and hinder progress.