## **Role Play**

**Instructions:** Find a friend, co-worker, or family member and have them go through one of the difficult conversation prompts provided on the work sheet. There is just enough detail to help you get into the character, but it is up to you how you bring it all to life to discuss and resolve, or not. Remember, the goal is to get practice, so you may want to avoid extremes.

If you find that you are heading in a direction that you didn't intend, allow yourself a 30 second rewind to try again. If you aren't sure how to proceed, feel free to stop and discuss and reflect with your partner.

Once you've finished, review the scenario questions and debrief at the end.

# Scenario 2: Addressing Personal Issues Impacting Work Performance

**Context:** In a corporate setting, Manager Alex needs to have a compassionate conversation with Employee Sarah. Sarah has been experiencing personal challenges that have affected her work performance and attendance. Alex wants to support her during this difficult time while addressing the impact on the team.

Role: Manager (Alex)

Alex is a supportive and understanding team leader who values the well-being of his employees. He recognizes the importance of addressing personal challenges while maintaining productivity.

Role: Employee (Sarah)

Sarah is a dedicated and diligent team member who has been facing personal hardships. She appreciates the support of her team and wants to discuss how her challenges are impacting her work and explore potential solutions.

#### **Questions:**

- 1. What did you think about this conversation? What went well? What could've been improved?
- 2. What can make this type of conversation so challenging? Why do you think that is?
- 3. What are some strategies you could incorporate to help guide and coach verse just giving the other person "advice"?

### Scenario 2: Handling Workplace Ethical Dilemma

**Context:** In a consulting firm, Consultant Erin discovers that a colleague, Jaxon, has been engaging in unethical practices to gain an advantage in a competitive bid for a client project. Erin is concerned about the repercussions of Jaxon's actions and needs to address the situation with him.

Role: Consultant (Erin)

Erin is a principled and ethical consultant who believes in conducting business with integrity and honesty. She values the reputation of the consulting firm and feels a responsibility to address any unethical behavior.

Role: Consultant (Jaxon)

Jaxon is a highly ambitious consultant who is eager to win high-profile projects for the firm. He made a decision to exaggerate certain aspects of the bid to impress the client and increase their chances of securing the project.

#### **Questions:**

- 1. What did you think about this conversation? What went well? What could've been improved?
- 2. What can make this type of conversation so challenging? Why do you think that is?

3. If this sort of conversation is someone higher up than you, is there anyone else you could bring this up to?

**Debrief:** What are some of your biggest takeaways from this exercise? How will this help you to have better work through challenging conversations in the future?

As you begin to get more comfortable navigating the conversation, continue to hone in on all aspects of the conversation such as your feelings, enviornment, body language. If that isn't an area of focus, then perhaps you want to think about your conversational skills of active listening?

Sometimes you won't be able to reflect on these things in the moment, but if you make quick notes of them, or snapshots, in your head then you can always revisit them after the fact.