

Communication Skills I

1º semestre
(P1)

Role Playing Communication Framework “Radical Candor”

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Learning Goals:

- Understand and practice the four quadrants of the Radical Candor framework.
 - Recognize the importance of both verbal and non-verbal communication in delivering feedback.
 - Develop effective communication skills for professional scenarios, such as team collaborations and code reviews.
 - Explore how different feedback styles impact relationships and communication in the workplace.
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Activity:

1. **Familiarize yourselves with the Radical Candor Framework:** The Radical Candor framework is divided into four quadrants, each representing a different communication style:
 - **Radical Candor:** Caring personally while challenging directly.
 - **Ruinous Empathy:** Caring personally without challenging directly.
 - **Obnoxious Aggression:** Challenging directly without caring personally.
 - **Manipulative Insincerity:** Neither caring personally nor challenging directly.
2. Each quadrant can be expressed not only through words but also through body language, tone, and non-verbal cues.
3. **Setup:** The scenario revolves around a colleague, Jamie, who has spinach in their teeth right before an important meeting. The goal is to deliver feedback using various communication styles to Jamie, incorporating both verbal and non-verbal cues. The feedback should guide Jamie on their appearance without embarrassing them or causing discomfort.
4. **Quadrant Role-Play:** Each student (Feedback Giver) will deliver feedback using the following styles:
 - **Radical Candor**
 - **Ruinous Empathy**
 - **Obnoxious Aggression**
 - **Manipulative Insincerity**

5. **Verbal and non-verbal communication styles** will be applied in each case.
 6. **Reflection After Each Role-Play:** After feedback scenario, students will discuss how it felt to give and receive feedback using that particular quadrant.
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Scenario:

Jamie, your colleague, is preparing for a big meeting, but you notice they have spinach stuck in their teeth. You want to alert them before the meeting begins, but you'll need to use different communication styles for practice. In each round, you will apply a different quadrant of the Radical Candor framework, paying attention to both your verbal delivery and your non-verbal cues.

Role-Play Breakdown:

1. **Radical Candor (Caring Personally, Challenging Directly):**
 - **Verbal:** You quietly tell Jamie, "Hey, just so you know, you've got spinach in your teeth. I thought you'd want to fix it before your meeting."
 - **Non-verbal:** Use soft eye contact, lean in slightly, keep a concerned but friendly expression, and use a calm tone of voice.
 2. **Ruinous Empathy (Caring Personally, Not Challenging Directly):**
 - **Verbal:** You stay silent because you don't want to embarrass Jamie.
 - **Non-verbal:** Show discomfort by fidgeting, avoiding eye contact, and glancing at their teeth without saying anything.
 3. **Obnoxious Aggression (Challenging Directly, Not Caring Personally):**
 - **Verbal:** You loudly say, "Jamie, you've got spinach in your teeth!" in front of others.
 - **Non-verbal:** Point at their teeth, use exaggerated gestures, laugh, or roll your eyes as if it's no big deal.
 4. **Manipulative Insincerity (Neither Caring Personally Nor Challenging Directly):**
 - **Verbal:** You say nothing, not caring enough to help Jamie.
 - **Non-verbal:** Show indifference by crossing your arms, avoiding eye contact, and looking distracted.
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Debriefing and Reflection:

After each quadrant has been practiced, gather as a group and discuss the following:

- How did you feel while delivering feedback in each style?

- How did it feel to receive feedback in each style? Did the non-verbal cues affect how the message was perceived?
- Which style helped build trust and clarity? Which style was least effective?
- What can you take from this exercise to improve communication in professional settings, such as during peer reviews or team meetings?

Non-Verbal Communication Discussion:

- Reflect on how body language, tone, and eye contact influenced the message's reception.
- Consider how non-verbal cues align or conflict with the verbal message and the importance of consistency between the two.

