

COACHED ROLE PLAY: SAMPLE INSTRUCTIONS

Description: You will have the opportunity to practice handling a difficult person assertively. Use the person you have been describing in your Planner.

Step 1: Logistical Planning (2 minutes)

In groups of three, designate each person as either A, B, or C. Plan the order in which you will play each role.

| | Person A: | Person B: | Person C: |
|--------------|------------------|------------------|------------------|
| Round 1 Role | Difficult Person | Responder | Observer/Coach |
| Round 2 Role | Responder | Observer/Coach | Difficult Person |
| Round 3 Role | Observer/Coach | Difficult Person | Responder |

Step 2: Set-Up (2 minutes)

Have the responder describe the situation to the difficult person and coach. Use your Planner for *Dealing with Difficult People* as a reference. Include these points:

- *What is the issue?*
- *What does the difficult person already know?*
- *How would the difficult person typically react?*
- *What is your desired end result?*

Step 3: Role Practice (10 minutes)

Begin the role practice. Your roles are as follows:

- Responder:** Implement your plan. Feel free to pause at any time to request assistance from your coach.
- Difficult Person:** Respond as you expect the actual person would respond based on the information provided in the set-up.
- Observer/Coach:** Coach the responder as appropriate to help him/her successfully implement their plan. As needed, stop the role play to coach or redirect.

Step 4: Debrief (5 minutes)

Debrief by discussing the following questions:

- *What strategy was used?*
- *What words/phrases worked well?*
- *How did the body language match the words?*
- *What could the responder have done or said differently?*
- *How likely is it that the issue will be resolved?*

Step 5: Repeat Steps 2, 3 and 4

Switch roles and repeat the role play; debrief after each round.

Coached Role Play: Sample Trainer Notes (60 minutes)



Objective: *To provide practice in dealing with a specific difficult person.*

- ◆ Divide class into trios. Explain the instructions for the role play. They will be implementing their plan (the one being developed in their Planner) for managing a difficult person. As you explain each step, have the class complete that step. When explaining Step 3, emphasize the importance of the role of the Observer/Coach - that they are to assist the Responder throughout the role play.
- ◆ Before they begin the role practice, demonstrate each role for the group. Answer any questions.
- ◆ Begin Round One of the role play and circulate around the room, ensuring that they are completing the activity correctly. Allow 10 minutes.
- ◆ Have trios debrief Round One. Allow 5 minutes. Tell them to switch roles and begin Round Two, and then Round Three.
- ◆ After all three rounds, debrief the exercise by asking questions such as:
 - *What words or phrases did you use or hear that worked?*
 - *What did you say or hear that did not work?*
 - *Were you successful? What does that mean?*
 - *To what extent did that activity make you more likely to address the same situation in real life? Would you handle it any differently?*
- ◆ Instruct participants to return to their Planner and make any changes needed based on the role play they just completed. For example, if they chose a strategy that didn't work, they should choose a new strategy and record it in their planner. Allow 5 minutes.