

# ROLE-PLAY ACTIVITY

## Dealing with Critical Feedback SITUATIONS

### The Helper

#### Role-Play Instructions for the Dealing with Critical Feedback Skill:

1. Act out the first situation and complete the Dealing with Critical Feedback Skill Checklist.
2. Act out the remaining situations. Switch Helper/Learner roles and handouts.
3. Complete the Dealing with Critical Feedback Skill Checklist after you finish each situation.
4. When you think you have mastered the skill, demonstrate one of the situations for your instructor.
5. After you and your partner have demonstrated the skill for your instructor, return to the computer and click continue.

**Situation 1:** Pretend you are a soccer coach and one of your players asked you if he/she could play more in each game. You told him/her to learn to pass the ball better if he/she wants to play more. Pretend your role-play partner is the player on your team. When he asks for more information say, "You only look down at the ball. Try to notice where the other players are on the field. I'll show you at the next practice." Your partner will begin.

**Situation 2:** Pretend another student has shown you a paper he/she wants to turn in to the teacher. You see that the paper is messy and tell him/her you don't think the teacher will accept it. Pretend your role-play partner is the student. When he/she asks for more information, say, "It looks sort of messy. I think if you erase the mistakes carefully and fix them neatly, that would help." Your partner will begin.

**Situation 3:** Pretend you are an adult supervising a school dance and noticed some students goofing around. You told them to show more respect to school property. Pretend your role-play partner is one of the students. When your partner asks for more information, say, "You're leaning back in the chairs. That's how furniture gets broken and food gets spilled. You just need to settle down." Your partner will begin.

**Situation 4:** Pretend you are a teacher in the library and notice some students talking loudly. You remind the students they are not in the cafeteria. Pretend your role-play partner is one of the students. When your partner asks for more information, say, "This is the library and others are trying to study. You must talk quietly." Your partner will begin.

#### Situation 1: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_
- ✓ Expression is neutral \_\_\_\_\_
- ✓ Eye contact great eye contact !!
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response \_\_\_\_\_

#### Situation 2: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_
- ✓ Expression is neutral \_\_\_\_\_
- ✓ Eye contact \_\_\_\_\_
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information asked a great question
- ✓ Tailor a mature response \_\_\_\_\_

#### Situation 3: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_
- ✓ Expression is neutral \_\_\_\_\_
- ✓ Eye contact \_\_\_\_\_
- ✓ Think & stay calm Way to stay calm!
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response \_\_\_\_\_

#### Situation 4: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_
- ✓ Expression is neutral \_\_\_\_\_
- ✓ Eye contact Thanks for your eye contact
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response \_\_\_\_\_

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# ROLE-PLAY ACTIVITY

## Dealing with Critical Feedback Skill SITUATIONS

### The Learner

#### Role-Play Instructions for the Dealing with Critical Feedback Skill:

1. Act out the first situation and complete the Dealing with Critical Feedback Skill Checklist.
2. Act out the remaining situations. Switch Helper/Learner roles and handouts.
3. Complete the Dealing with Critical Feedback Skill Checklist after you finish each situation.
4. When you think you have mastered the skill, demonstrate one of the situations for your instructor.
5. After you and your partner have demonstrated the skill for your instructor, return to the computer and click continue.

**Situation 1:** Pretend you are on a soccer team, but your coach not been letting you play as much as you would like. You want to stay on the team and asked your coach for more playing time. Your coach just told you that you'll need to learn to pass the ball better if you want to play more. Pretend your role-play partner is your coach. You begin.

**Situation 2:** Pretend you have written a paper and are getting ready to turn it in to your teacher. You think the paper is okay, but when you showed it to another student, he/she said the teacher probably wouldn't accept it. Pretend your role-play partner is that student. You begin.

**Situation 3:** Pretend you are goofing around with some friends at a school dance. One of the adults helping at the dance comes over to tell you to show more respect. Pretend your role-play partner is the adult. You begin.

**Situation 4:** Pretend you are in the library talking with a friend about a difficult homework assignment. A teacher comes over and tells you that you are not in the cafeteria. Pretend you -play partner is the teacher. You begin.

#### Situation 1: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_
- ✓ Expression is neutral \_\_\_\_\_
- ✓ Eye contact give me more eye contact
- \_\_\_\_ Think & stay calm 😊
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information can talk more slowly
- ✓ Tailor a mature response \_\_\_\_\_

#### Situation 2: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_ } good job
- ✓ Expression is neutral \_\_\_\_\_ } in all
- ✓ Eye contact \_\_\_\_\_ } three areas.
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback remember this step.
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response \_\_\_\_\_

#### Situation 3: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral \_\_\_\_\_ ] awesome!
- ✓ Expression is neutral \_\_\_\_\_ ]
- ✓ Eye contact \_\_\_\_\_ ]
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response 😊

#### Situation 4: Dealing with Critical Feedback Skill Checklist

- ✓ Sound is neutral watch voice tone
- ✓ Expression is neutral tone
- ✓ Eye contact \_\_\_\_\_
- ✓ Think & stay calm \_\_\_\_\_
- ✓ Acknowledge the feedback \_\_\_\_\_
- ✓ Clarify the information \_\_\_\_\_
- ✓ Tailor a mature response \_\_\_\_\_