

## Role play exercise – feedback situation

Role plays are a powerful means to demonstrate to participants important learning contents. Here is a role play scenario on a feedback situation that will be done in two groups of participants:

- 1) Split the participants in two groups, and hand out the two descriptions below, without telling the other group what is written in the description for the other group.
- 2) Each group will first read through the description and discuss how the persons in the role play will act/react, what they should say etc.
- 3) Each group selects one representative who will perform the role play with the representative from the other group. Only the two representatives can talk, all other participants should only observe and take notes, if they want.
- 4) When the role play situation is finished, the trainer will ask participants what impression they had from the feedback situation. Also the representatives will be asked how they felt in the situation. Then, the trainer will collect (possibly with the help of a flipchart) everything that was done well by the representatives during the feedback situation, and everything that should have been done differently. It's important to point out that both parts have responsibility for their reaction during the feedback situation.

### Description for Group 1 – The colleague from the bar

A tourist entertainer in a holiday village tries to be friendly with clients, however his overly confidential attitude is not always appreciated, and a colleague working at the bar noticed this and decides to have a word with the entertainer so that he can correct his behavior. She decides to do so, as she has heard many negative comments by clients who take drinks at the bar: e.g. complaints about flirts with various women, the fact that the colleague often speaks in a too confidential manner with people, and that he puts too much pressure on people to engage in activities.

You are the bartender colleague. Discuss how she can give a friendly and diplomatic feedback to the tourist entertainer, providing him with concrete examples of his negative behavior, without upsetting/offending him.

### Description for Group 2 – The tourist entertainer

A tourist entertainer in a holiday village tries to be friendly with clients, however his overly confidential attitude is not always appreciated, and a colleague working at the bar noticed this and decides to have a word with the entertainer so that he can correct his behavior. She decides to do so, as she has heard many negative comments by clients who take drinks at the bar: e.g. complaints about flirts with various women, the fact that the colleague often speaks in a too confidential manner with people, and that he puts too much pressure on people to engage in activities. Now the tourist entertainer does not want to accept this criticism because he has followed a specific training for entertainers, and he has received directly from the

director the instructions on being very friendly, amicable and active to engage as many clients as possible in the holiday village activities.

You are the tourist entertainer. Discuss how he can answer to his colleague in order to reject the criticism, which is completely inappropriate in his eyes.