

SKILL SHEET

EFFECTIVE ROLE-PLAYING



LECTURING IS NOT TRAINING!!!

If you are the only person talking then you are lecturing. This style is needed sometimes for certain types of communication, but you should never confuse “lecturing” for “training.” **The attention span for today’s employees listening to a lecture is almost non-existent.** Once the employees are participating, now we have started to train and by far the most effective way of delivering **training that sticks** (they retain the skill) is utilizing **effective role-play**. Here are some basics for leading role-play sessions.

3 FOUNDATIONS OF EFFECTIVE ROLE-PLAYING

1. SET THE STAGE:

AGREE ON THE IMPORTANCE

“Let me ask y’all something.
Why is it important that we get better at Guest Sheets?”

“If you are **underperforming** on Guest Sheets, what are the **consequences to you?**”

“Does **everyone understand** why this is **important?**”

2. SET THE BOUNDARIES:

10% **80%** - 10%

“When it’s your turn to be the customer, don’t be **jerk**, don’t be **super easy**, and don’t be that **one weird scenario** customer you’ve had **one time.**”

“**10%** of customers are so **easy** we don’t need help, **10%** are so **difficult** that nothing helps. Let’s master the middle **80%.**”

3. SET THE FOCUS:

GIVE PRACTICAL INSTRUCTIONS

“When role-play is going on we are **watching** with **both eyes.**”

“One eye is looking for **what we liked** about the interaction, the other eye is watching for things we **would do differently** if we could do the whole thing over again. **Watch and listen closely while taking detailed notes.**”

GOOD LEADERSHIP = CREATING AN ATMOSPHERE WHERE THEY WANT TO PARTICIPATE

- Avoid hard **No’s** or **You’re Wrong** unless it’s an ethical issue. **Embarrassing them shut’s the room down.**
- Instead of telling them they’re wrong, try “**Why do you say that?**” or “**Explain that thinking to me.**”
- **Mistakes are good** during role-play. If you see that **they realized their mistake**, then they are getting it.
- Have a **pen and pad ready to take notes** during the role-play so you don’t have to **continually** stop them.
- After role-play, **first ask the participant** what they **liked** about it and what they would **do differently?**
- **Immediately** after role-playing with or coaching them, have them **do it again to see if they improved.**
- **Make it fun. Have some competition. An interactive & fun environment is participation fertilizer.**

There are **two main styles** to leading the role-play sessions and each has its benefits. The first style is to **participate directly** in the interaction as the employee or as the customer. The second style is observing the interaction and then offering **coaching** afterwards. My style is to coach first because it gets more attendees involved and keeps higher engagement. This also gives them a chance to impress me first before I show them how I would do it.



HELP THEM LEARN THE “WHY” SO THAT THEY CAN THINK & NOT JUST REPEAT!