

Communication Role Play #1

You, Janet, are a member of a labor management team at your hospital that is responsible for creating programs to improve patient satisfaction scores. Your team meets weekly and is chaired by Frank. Recently, Frank has been arriving to the weekly meeting 15 minutes late and your team members are complaining to you (because Frank reports to you) about it. Some of them have threatened to stop coming to the meeting if Frank doesn't change his ways.

In your group, pick one person to play Frank and Janet. Using the Communication Wheel, provide feedback to Frank in an effort to resolve this issue. (Be kind in the words you choose).

Communication Role Play #2:

You, Lauren, and Paul live in the same neighborhood and carpool to work. Since you do not own a car, you both travel in Paul's car. You share expenses and save money traveling together.

Lately, Paul has been arriving at your home 20 minutes late. This lateness makes your commute longer and you run the risk of arriving at work late, which is something you do not like doing.

In your group, choose someone to play Lauren and Paul. Using the Communication Wheel, provide feedback to Paul about how his behavior is impacting you and work out a resolution to this issue. (Choose your words wisely).

Communication Role Play #3

You, Stacey, and Janice work together on the same unit. You've been co-workers for about a year. Janice is a nice person, but she has a habit of interrupting you when you speak and finishing your sentences. In the past, her behavior didn't bother you, but now you want to bring it to her attention.

In your group, choose someone to play Stacey and Janice. Using the Communication Wheel, provide Janice feedback on how her behavior impacts you. (Think about your approach).