

Dialogue exercise through scenarios

The point of the exercise is to use given scenarios to explore dialogue in different kind of situations. The scenarios are there to give participants a starting point and they can be altered based on the needs and wishes of the people participating. The exercise is about developing dialogue skills in a constructive way. You may have a lot fun with it, but remember to reflect on the experience from the good dialogue point of view.

HOW TO PLAY

The exercise should be done with someone who facilitates the exercise. It is better to have an outsider as facilitator, but if no outsider is available then you can choose one among yourselves. The facilitator explains the rules of the exercise, keeps track of the time used for playing out the scenario and facilitates discussion after the scenario.

Every scenario has 2-3 people playing out the roles while rest of the group observes and reflects upon what they see. The scenario is either given to all on paper or read out aloud after which the actors choose moods in secret from other participants. The length of the scenario can differ between 1-3 minutes depending on how the participants are playing it out. The facilitator should use their discretion to find a good point to end the scenario.

To use scenario and mood cards, print out this document and cut the cards from the paper along the lines. If you want, you can also glue each of them on a cardboard or other more sturdy material to make them more card-like and more comfortable to handle.

These moods can be chosen by different ways:

- A) Pick randomly from one pile that includes both sets of cards.
- B) Assign one person a card with "calm, constructive, supportive" moods and the other/others random card from one set of cards.
- C) Always assign opposite types of mood cards for the persons. One person receives positive type of card (2 or 5) and the other person/persons negative type of card (1, 3, 4 or 6).

Ways B and C are always assigned by the facilitator.

Questions to get the post-exercise reflection started

1. What kind of emotions could you recognize in the scene?
2. What kind of emotions came up in you personally (participants and audience) and why?
3. How did the exercise go? Would you do something differently and why?
4. Have you experienced these kind of situations in your own lives?

Drama contract

1. Remember, in the exercise nobody acts as themselves. What happens in these dialogues happens between the given roles not between the actors.
2. If you feel uncomfortable about the given subject or something happens in the dialogue, bring it forward so that it can be discussed in the group.
3. Do not belittle others' ideas. Hear them out instead.

<p>Scenario 1</p> <p>Location: Coffee room in the morning, Hospital.</p> <p>Roles: nurse-student and a nurse</p> <p>The nurse cannot find their own coffee-mug in the morning. Everyone knows which one is the nurse's coffee mug because it has the nurse's name in it. One student has the nurse's mug and is drinking coffee from it. The nurse is kindly supposed to remind the student about the fact that the mugs are personal. Students can use the common mugs or that would be required.</p> <p>The scenario begins with the nurse entering the coffee room. They say "Good morning". The student is already in the room drinking coffee from their mug.</p>	<p>Scenario 2</p> <p>Location: Boss's room in a shoe shop.</p> <p>Roles: shoe shop owner and an employee</p> <p>A discussion on work goals between the worker and their superior (development discussion). The questions to be asked by the boss: How has the employee gotten along in the shoe shop? How does the employee evaluate their customer service skills? How can the employee improve their skills?</p> <p>The scenario begins as the employee knocks on the boss' door.</p> <p><i>NOTICE: If you wish, you can leave mood 6 (defensive) out.</i></p>
<p>Scenario 3</p> <p>Location: Staff's Christmas parties.</p> <p>Roles: boss and the employee</p> <p>Pay raise discussion. (The employee is asking for more salary). You have been working for five years in the same company without getting any pay raise. You have heard the new employee hired one year ago is already making more money than you are with the same education and experience.</p> <p>The scenario begins as the employee approaches the boss.</p>	<p>Scenario 4</p> <p>Location: A bigger company is subsidizing because of economic reasons. Immediate superior's room.</p> <p>Roles: immediate superior and employee</p> <p>There has been talks in the workplace about subsidizing but before the scenario, the employees did not know who would be fired. The immediate superior must tell the employee that they are going to be fired based on the decisions made by the CEO/manager.</p> <p>The scenario begins as the employee knocks on the boss' door.</p>

<p>Scenario 5</p> <p>Location: Medium size grocery store that has many customers coming there to buy lunch.</p> <p>Roles: 2-3 employees</p> <p>An employee suggests to other employee that the grocery store would rearrange some shelves to make room for a salad bar to better cater for the customers. The store doesn't have too much extra space so adding a salad bar would require removing some other products and setting up and maintaining the salad bar would be extra work. The employee introducing the idea of the salad bar is trying to convince the other worker(s) that the idea is a good one while the other worker(s) disagree.</p> <p>The scenario begins with employees having a discussion while refilling some shelves.</p>	<p>Scenario 6</p> <p>Location: Smallish company, in the employer's office. Roles: employer and employee</p> <p>The employer is having a discussion with the employee about high amount of sick leaves. This has caused trouble at the work place as other workers have had to cover the sick employee's work and they seem to be constantly shorthanded. The employee has sometimes been able to do alternative work but the situation is getting to the point where the employee is on sick leave so often that it is significantly disrupting the work environment.</p> <p>The sick leaves can be caused by:</p> <ul style="list-style-type: none"> a) back pain b) low work motivation c) mold and/or ventilation problems d) employee has hobby that often leads to injuries (hand-to-hand combat, motocross etc.) <p>The scenario begins as the employee arrives at the employer's office.</p>
<p>Scenario 7</p> <p>Location: In the elevator.</p> <p>Roles: two workers</p> <p>Complaints at work. The two workers are from same department in a company. One worker is talking about the work in a negative or positive way (for instance, working time, pressure or too much things to do). You can choose on your own.</p> <p>Another worker always disagrees with the first worker.</p> <p>The scenario begins as the employees step into the elevator.</p>	<p>Scenario 8</p> <p>Location: choose appropriate location</p> <p>Roles: two workers from different departments</p> <p>Complaining to someone who is not at fault. One person has ordered something from a company and something has happened to the product. The receiver is complaining about it to the person who works in the company but this person is not at fault. For example, you receive a wrong pizza and you blame the deliverer.</p> <p>The scenario begins as the complainer approaches the person they are about to complain to.</p>

1
Irritated
Angry

2
Calm
Constructive
Supportive

3
Distracted
Stressed

4
Tired
Bored

5
Happy
Excited

6
Defensive

1
Irritated
Angry

2
Calm
Constructive
Supportive

3
Distracted
Stressed

4
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6
Defensive