

Sample Training for Communication in the Workplace

Objective: To develop appropriate communication within a work setting.

Materials: None

Activity: Small group activity. Instructor presents various scenarios to each member of the group. The instructor and each group member will roll play the scenario. Participants will be asked to provide feedback. Instructor will summarize, provide feedback and offer additional opportunity to practice.

Sample roll play topics:

- Your alarm clock did not go off and you woke up late. You will be late to work. You call your boss to let him know that you will be late and are on your way to work.
- Your boss has given you a new job duty at work. You don't know how to do the job. You need to ask for help to learn how to do the task. How do you ask for help.
- You have a co-worker who likes to talk. This is distracting to you. You would like the co-worker to limit his conversation with you. How do you ask the co-worker to talk with you during your break?
- You have a customer that is upset because the item he bought is broken. The customer is yelling at you. How do you help the customer?
- You have received a personal phone call at work. You know that you are not supposed to receive personal calls at work. What do you do?
- You have a co-worker who regularly asks you for money during your break time. The co-worker has not paid the money borrowed back. What do you do?