

## **Role Play on Feedback**

1. Select a role: **Giver** (Supervisor), **Receiver** (Employee), and **Observer** (Notetaker)
2. Pick a scenario and take 4 minutes to prepare for roles, 5 minutes to give feedback in role play session, and 3 minutes for observer to debrief on what s/he observed.

### **Scenario 1:**

Jane is a team member who has been with your department for about 1 year. She struggles with regular attendance, frequently calling out with little notice and using her sick and vacation time to the point she almost has no balance left. Even when Jane is present, some days she arrives at 8 am and other days she doesn't come in until 8:30 am even though your department has an expectation for staff to be present by 8 am sharp. On Monday you announce to your team that their colleague, Chris, just started parental leave, so your department is short-staffed temporarily. On Tuesday, Jane calls again to say she is running late.

### **Scenario 2:**

John is a team member who recently transferred to your department from another UA college. He came with high recommendations from his previous supervisor. He has a tendency to stray from strict adherence to University policies related to financial documentation. You've just received report of a P-card violation from FSO. After reviewing the details, you see that John was responsible.

## **Practice:**

### **State the Problem**

- Situation, Behavior, and Impact
- Use specific situation, not abstractions or generalizations
- Focus on the behavior, not the person
- Focus on observations, not inferences
- Focus on descriptions, not judgments

### **Understanding and Resolving the Problem**

- Listen to the explanations for behavior
- Be comfortable with your own silence
- Explore alternative rather than answers
- Share ideas rather than advice

### **Getting Commitment in Action**

- Ask open-ended questions, the answers to which are what they need do differently
- Don't answer your own questions
- Ask for the change you want, have them tell you how it will occur
- Ensure understanding

**Observer Feedback:** On this form, provide feedback to your peer playing the role of the supervisor. Please describe how the supervisor demonstrated the following skills.

1. Describes the situation in which the behavior occurred.

Comment:

2. Focuses on specific behavior.

Comment:

3. Uses descriptions of behavior, not abstractions.

Comment:

4. States the consequences of the employee's behavior to others.

Comment:

5. Listens to the feedback of employee.

Comment:

6. Asks open-ended questions of employee.

Comment:

7. Explores alternatives, not answers.

Comment:

8. Ensures employee understands feedback.

Comment:

9. Does the employee commit to a specific change in behavior?

Comment: