

ROLE-PLAY

Def: Arole play is performing a given role. It is a simulation in which participants are required to act out the role of an individual in a situation or in circumstance that is relevant to them.

Benefits

- Role play becomes a mirror for participants to see themselves as how others see them.
- This encourages insight into their own behaviour and sensitivity to others' opinions, attitudes and needs.
- The benefits of a change in behaviour or attitude can readily be demonstrated and thus any desired *change* is encouraged.
- It can provide participation, involvement and the opportunity for action learning.
- Participants practice real life situations in protected environment.
- Mistakes can be made and learnt in a risk-free manner.
- Participants can receive objective feedback from their peers and from the trainer.

Different types of role play

1. Informal role-play.
2. Formal role-play.
3. Small group role-play.
4. Whole group role-play.
5. Role reversal.
6. Spontaneous role play.

Uses

- **Presenting information:** A prepared role play is a powerful way of imparting information.
- **Familiarization of attitudes:** Delegating unfamiliar roles to participants to act out and to experience the feelings of different people can make them study and gain knowledge about various attitudes.

- **Providing a model behaviour:** It can be a demonstration of the behaviour that can be emulated.
- **Rehearsal:** Role-play provides an opportunity to rehearse an approach to a situation that one is about to face.
- **Enhancing self-awareness and sensitivity:** exposure to feedback can help to modify one's behaviour by providing an insight into it.

Drawbacks

- Role play lacks realism. No role play can foresee all eventualities in a situation.
- Many people are unwilling to put themselves at the risk of making mistakes in public.

Means to overcome the draw backs

- The trainer who is aware of these problems should create a congenial atmosphere which provides a scope of extending mutual support.
- The feedback must be constructive.
- Positive and well-handled feedback can reinforce effective behaviour, instill confidence, and can highlight specific areas of improvement for readily acceptable behaviour.

Activities

- You are the sales manager in a small firm. You receive a telephone call from an angry customer who bought a home security system from the company but, is not happy with it. Ask for details of the problem and get complete clarification. Apologize and offer to repair it.
- You bought a home security system but it does not work the alarm goes on at odd times when people are in the house. You are quite annoyed about this because you paid a lot of money. Explain the problem and ask for the refund.
- Person 'A' is selling advertising space in a magazine. Person 'B' is interested, but reluctant to buy space at the price suggested. However, 'B' is willing to negotiate regarding the price..
- Person 'A' is the designer of a new style of cordless iron for the home and he is looking for a manufacturer; 'B' is the managing director of a manufacturing company but is skeptical about this product.

- Name Peter, aged 21, you're a calm person, known for your negotiating qualities. You have to take a morning flight the next day .you're held up with your manager. Convince your manager to reach the airport in time.

- A dialogue of introduction between you and your neighbor who has just moved in.
- Write a dialogue between you and your friend who offers to take you a movie.
- Write a dialogue between you and your brother about your future plans.
- Write a dialogue between yourself and a new classmate you met on the first day.
- A dialogue between a customer and shopkeeper about a faculty mixture grinder purchased a week back.
- A dialogue between two friends after a seminar.
- A dialogue between two people on the uses and abuses of advertisement.
- A dialogue between yourself and a visitor to your town discussing places of historical interest.
- A dialogue between two travelers who meet at the railway station.
- A dialogue between you and shopkeeper about cell phone you forgot in his shop in the afternoon.