

## **Exercise: Getting to Know You**

Break into pairs, and take turns asking each other the following questions. Here are the ground rules:

- Try to actively listen to your partner.
- Do not write anything down. Just listen and respond to the other person verbally.
- Summarize what the other person has said after they have finished answering each question.

When everyone has finished, selected volunteers will tell the class what your partner's answers were to these questions. Have fun!

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1. Assuming that money and time were no object, describe your all-time dream vacation. Where would you go? What would you like to do? How long would you spend there?

2. After a long trial, you have just been condemned – to a lifetime of fast food. You will never again eat a meal that isn't packaged in little cardboard containers. However, given the severity of the sentence, the judge has allowed you one last meal of your choice. Describe it in detail.

3. You are on a day-long train or airplane trip to attend a conference. What person – past or present, real or imaginary – would you most like to have as a seatmate for the trip, and why?

## **Role play #1: Using "Staging" to deliver bad news**

Use the "staging" technique to role-play the following situation:

One of your job candidates was really hoping to get placed at a local employer for their call center operations. Unfortunately, they declined to hire her because they felt she lacked the technical skills to succeed in this position. Now you have to break the news to her.

## **Role play #2: Giving personal feedback**

How would you discuss the following situations with a potential job seeker?

- His hygiene is poor, and he smells.
- She has a negative attitude that comes across every time she opens her mouth.
- He dresses inappropriately for interviews.
- She slouches in her chair and won't make eye contact when you are speaking with her.

## **Role play #3: Defusing an angry customer situation**

Use the "triple A" technique to role-play the following situation:

One of your partner companies just called you to complain that an interviewee failed to show up this afternoon for his interview. A few minutes later, the now-furious interviewee calls to tell you that the address you gave him was a vacant lot – and sure enough, you check and it turns out that you did give him the wrong address! How do you handle the situation?

## **Exercise: You be the judge**

Decide how you would handle these situations, based on what you have learned in this program. Have fun!

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1. A job seeker calls and tells you that this is the third time she has tried to make an appointment with your organization.
2. You are doing computer skills training with someone. He is visibly frustrated that the laptop computer he is using won't connect to the Internet. After asking a few questions and looking at it, you discover it is in Airplane Mode.
3. One of your partner companies is ramping up their staffing, and approaches you with a totally unrealistic deadline. How do you respond to this?
4. A person you are counseling for the first time discloses that he is in severe financial distress, and wonders where he can borrow some money to get him through the rest of the month. What do you tell him?
5. You have spent several minutes on the phone with a job seeker, doing an intake interview, when she exclaims "you have been disengaged and patronizing to me this whole call." What do you say in response?