



## **Role-Playing Session Exercises**

### **1. It's not fair!**

You have been providing job counseling to a woman who would love to work for a local manufacturing firm. They are specifically looking for people with at least three years of manufacturing experience. She has one year of experience, plus a past record of being terminated for attendance and tardiness issues in past retail jobs. You feel you cannot recommend her for this employer, and she is very upset about it.

### **2. Giving up**

You have been working with an intelligent middle-aged person who has tried very hard to reposition himself for a technical career after his plant closed last year. He has gone back to school, done well, and learned new skills. He has also been engaged and cooperative in the job search. But he isn't getting the calls and the interviews compared with younger candidates, and he is getting depressed. Today he announced that he is on the verge of giving up his search. What do you say in response?

### **3. Stretching the truth**

You are providing resume assistance to someone who has been unemployed over the past year. As you discuss how to speak about this gap in employment on her resume, she responds, "Oh, I'm just going to tell them I was a consultant." In reality, she has done nothing but stay at home during this time. How do you respond?

### **4. A personality issue**

You are doing an intake interview with a job seeker at your agency, who was a self-employed taxi driver until recently. It is immediately obvious in speaking with him that he is rude and condescending, in a way that you feel will interfere with his ability to interview with companies. His favorite response to any concern is, "Hey, that's just the way I am. I tell it like it is." How do you address this issue?

## **5. It's personal**

A job seeker with a checkered resume has been having trouble getting interviews, and she has recently decided what the problem is: you! Now she is in your office, angrily (and incorrectly) accusing you of putting her down to employers behind her back, and withholding opportunities from her. How would you respond to this?

## **6. Your move**

What is *\*your\** worst situation the people you serve? Or what kind of situation do you worry most about having yourself? Write down this situation, then role-play with your team.