

INCORPORATING (MORE) ROLE PLAYS INTO YOUR TRAINING ENSEMBLE: HOW TO UTILIZE THIS VERSATILE AND RELEVANT TECHNIQUE

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ABSTRACT

The conditions facing organizations and employees necessitate relatively inexpensive, quick, and highly effective training to best address skill gaps in an organization's workforce. One widely recognized method of effective instruction for non-technical (or soft) skills is the role play. Typically, role plays involve a scenario or stated purpose, interaction (by the learners), and feedback (to the learners). The scenarios or purposes reflect actual work situations that occur frequently or are difficult to address. The feedback is organized around key principles presented and/or discussed prior to the role play. Role plays are especially effective when preceded by a video or individuals modeling the key principles to be role played. The proposed workshop will address key points about role plays. Participants will participate in a short role play and discuss their experiences as role players. A handout will be provided that outlines different conditions of role plays and when to use various aspects (e.g., standardized role players). If time allows, key points of the handout will be discussed. The proposed workshop will end with a discussion on how to avoid potential pitfalls of role plays and participant questions and comments.