

Case Study Roleplay Workshop - Emotional Intelligence

Duration: 1,5 hour

Participants: 3 groups of 5 people, 15 in total

Task: Find the resolution in an emotionally difficult situation and perform the scene with solving result.

How would you react to this situation? To whom are you asking for support? Are there multiple solutions possible or just one?

Discuss with your group and agree on the appropriate ending for each scenario and act it in a short play.

Debriefing for facilitator:

How did you feel while role-playing your character in the scenario?

Were there any specific moments that can be compared with your personal experiences?

How did you identify and manage the emotions of the character you played during the scenario?

What strategies did you use or witness to empathize with the other characters?

What alternative communication approaches could have been employed for better outcomes?

How did empathy contribute to resolving conflicts or misunderstandings?

Were there moments when understanding the emotions of other characters played a significant role?

How might a deeper understanding of each character's perspective have influenced the outcomes?

Did you have to compromise with your group in order to find an appropriate resolution that everybody would agree on? (If yes, how much do you think the background of each person can affect the decision making process?)

What insights or lessons did you gain from participating in the role-play scenario?

How might you apply the principles of emotional intelligence in real-life situations?

In what ways can the experiences in the scenarios contribute to personal and professional growth?

Conflict situations > *printable at the next page*

Scenario 1

Roles: The mom, the child, the sister, taxi driver (man), pedestrian.

Script: The mom, the sister and the child are travelling via taxi to the airport, and they are late for the plane. The taxi is stuck in an endless traffic jam, and the mom tries to persuade the taxi driver to take an alternative road, but he doesn't want to, and he shows that he can only follow the GPS directions. A pedestrian crosses the road in an undesignated place, which is quite risky for him and for the passengers in the car, and the traffic slows down even more.

How would you react to this situation? To whom are you asking for support? Are there multiple solutions possible or just one?

Discuss with your group and agree on the appropriate ending for the scenario and act it in a short play.

Scenario 2

Roles: Veronica (the protagonist), Online store attendant, Postman and Postal manager, Alexandra (the friend).

Script: Veronica ordered a very nice suit online. However, the packaging arrived at her home damaged, and the clothes are in poor condition. Veronica contacts the online store attendant, but they answer that it is the fault of the post office. The postman and his manager try to avoid responsibility, but you insist on receiving a refund. After the postal workers promise to fix the situation soon, Veronica complains about this injustice to Alexandra, her friend, and she replies that nothing really important happened.

How would you react to this situation? To whom are you asking for support? Are there multiple solutions possible or just one?

Discuss with your group and agree on the appropriate ending for the scenario and act it in a short play.

Scenario 3

Roles: Claudia (the protagonist), Becca (Team Colleague), Marco and Jack (senior colleagues), Boss.

Script: Claudia recently joined a new workplace, excited about the new job. Marco, senior colleague, asks Claudia and Becca (team colleague) to complete some creative tasks, and they both put in considerable effort to deliver exceptional results. However, Marco takes credit for their work and informs the Boss that he was the one who accomplished the tasks. When Claudia and Becca confront Marco about this issue, he dismisses it as a misunderstanding. Moreover, Jack lies to the boss, reaffirming what Marco said earlier. Becca, feeling disappointed, decides to quit the job immediately. Feeling frustrated and unsure how to navigate this situation, Claudia doesn't know how to act.

How would you react to this situation? To whom are you asking for support? Are there multiple solutions possible or just one?

Discuss with your group and agree on the appropriate ending for the scenario and act it in a short play.