BOOST
TRAIN & RETAIN

1) DESCRIPTION OF THE TOOL

Role playing

Through controlled interactions with others, role-playing is a technique that enables students to investigate real-world scenarios in order to gain experience and test out various tactics in a safe setting. Participants may be playing a role that is similar to their own (or one that they are likely to play in the future) or they may be playing the opposite part of the dialogue or interaction, depending on the activity's goals. With the former enabling for experience to be gained and the latter helping the student to build an awareness of the problem from the "opposite" point of view, both alternatives provide the potential for major learning.

Participants are assigned specific roles to play in a discussion or other interaction typical of their discipline, such as an email exchange. Depending on the demands of the exercise, they may be given precise instructions on how to behave or what to say, as an aggressive client or a patient who is in denial, for example, or they may be required to act and react in their own way. The scenario will then be acted out by the participants, followed by reflection and discussion about the interactions, including potential solutions to the problem. Depending on the conclusions of the meditation and discussion, the situation can then be reenacted with modifications.

2) OBJECTIVES OF THE TOOL

- Role-playing can be used to develop your skills or assess the existing ones. The role-playing objective is to understand an individual or group's competency levels.
- The role-playing objective is to provide the same level of challenge to all the members of a particular group to demonstrate their level of skills in a given situation.

Role-playing in business is as follows-

- Role-playing in business training prepares the employees for real-life scenarios. It encourages them to develop cognitive skills that will prove a boon in the days to come
- One of the essential benefits of role-playing in business training is that it builds confidence. They have to face innumerable situations within a safe environment for the first few times. This gives them the confidence to understand the concept, identify problems, and learn ways to tackle the given situation admirably.
- Listening is an integral part of role-playing as you have to first listen to the instructions and then to your inner self and later to the nuances of the other participants. It helps to develop and hone listening skills that will always be a help in professional as well as personal setting
- In role-playing, it becomes essential to pay attention to the body language of other participants. This helps them to develop this all-important skill for future use
- Role-playing in a business training assist in handling difficult situations and develop problem-solving skills.

- The role-playing activity indicates the current skill of the employee and gives him a chance to be better

3) CONNECTION OF THE TOOL WITH THE SKILL

The concept of accountability in emotional intelligence refers to assuming responsibility for actions, duties, and responsibilities. Accountability means taking responsibility for actions without excuses, finger-pointing, or assigning blame. Being responsible is taking the initiative and foreseeing any problems that can prevent a task from being completed successfully. Knowing deadlines and expectations, keeping important information close to hand, and being ready to answer questions are all parts of being accountable. In order to be held accountable, you must keep your word, carry out your commitments, and demand that others do the same. Responsibility also entails being able to justify any deviations from the original plan.

4) RESOURCE MATERIALS

Scenarios

- Sarah, Logan, and Zeke are on a team working on a project. They miss the deadline, but they really believe it's because their manager didn't give them enough support and showed favoritism to the other teams. They go to confront him.

- Jane is a long time employee with no past performance issues. Over the past few months she has been coming in late, which is not like her. Something is going on, but her tardiness has to stop."

- "Chloe is an excellent worker. When she is on, she's on. But when she's not, she can be irritable, erratic and difficult to work with. This difficult behavior used to be very infrequent, and her excellent work made up for it. But lately her work has deteriorated, and her behavior has become more and more difficult to work with. Her interpersonal skills and performance need to improve.

- "Sally is a long-time employee with intermittent performance issues throughout her career. Over the past six months, she has been missing project deadlines and the work that she has been submitting has been riddled with mistakes. Sally works from home with the understanding that she can be reached anytime during business hours. Last week she was unreachable for a period of 6 hours.''

5) HOW TO APPLY THE TOOL

Take the following step to conduct a successful role-playing session-

1. Identify a situation

If you are looking for successful ways of conducting a role-playing session, then the first step is to identify the situation. Gather all the people and encourage an open discussion and debate about the relevant issue. Encourage everyone to think about it even before you start the role-playing session.

2. Provide details

You want the role-playing scenario to be as real as possible. Provide details if you are looking for successful ways of conducting the role-playing session. Every participant should be clear about the problem you are trying to solve through this scenario

3. Assign roles to everyone

You have identified the situation you want to portray, gathered your team around, and offered them all the necessary and relevant information. Now is the time to assign roles to the participants if you are looking for successful ways of conducting the role-playing session.

Encourage all the participants to use their imagination and identify with the person they are representing. It will help them to understand their thought process, mindset, motivation, goals, objectives, and feelings in that situation.

4. Act out the scene

Everything is ready, and now is the time to act out the scenario. Each participant has a part to play and act out the situation.

5. Healthy discussion

The role-playing session does not end after acting out the scene. Take part in healthy discussion if you are looking for successful ways of conducting the role-playing session.

Discussing what everyone has learned can provide new insights so that you have various other options to tackle the situation in different ways.

6) WHAT TO LEARN

Adopting the perspective that you are accountable for yourself, your decisions, and your actions is a much more successful and constructive way of looking at life. You must take the initiative to make your own opportunities and pursue your goals in life. You use your personal space of freedom to make decisions and perform activities that don't depend on the approval or consent of other people rather than seeking outside of yourself for the answers. What you believe, value, and think, where you work, who your friends are, how you spend your leisure time, whether or not you exercise, how much, and what you eat and drink.

To do this, one must be willing to be flexible and receptive to new ideas, experiences, and ideologies. It demands curiosity: What does that mean? How does that function? Why? Exists a more effective approach to this? What do I think? What matters to me? Am I allowing fear to prevent me from pursuing a novel course or concept?

The abilities of active awareness, self-disclosure, empathetic listening, conflict resolution, anxiety reduction, goal setting, and planning are also necessary for taking more personal responsibility for your life and your relationships.

The Benefits of Personal Accountability

Accepting responsibility for one's actions can be challenging at times. You'll discover, nevertheless, that it has lots of benefits.

First of all, your connections with friends, family, and coworkers will probably be healthier. Because people are aware of their dependability on one another, accountability also fosters a culture of trust within teams and organizations. Accountable leaders are more likely to be trusted and appreciated since they are believed to be dependable.

Time and money can be saved by maintaining personal accountability. When there is a problem, those who accept responsibility for their actions speak up and seek solutions. This stops expenses and delays from rising while also preventing the problem from getting worse.

The final factor that can increase your chances of promotion is personal accountability. By demonstrating your dependability to senior colleagues, you establish yourself as a candidate for leadership.