

Role Play Ideas:

1. You are waiting for the bus to go to an interview, but it is already 10 minutes late and you still don't see it. If it does not get here in the next five minutes, you will be late for your interview.
 2. One of your supervisors at Stop & Shop is always giving you the worst jobs — cleaning up spills, getting the carts when it is raining — and you are tired of it. You decide to talk to your supervisor about it.
 3. You have been doing a great job at work. You just earned a \$.50/hour raise and you also have some new responsibilities, but you are not sure how to do one of the new tasks. You don't want to lose your raise.
 4. You are working at the ticket counter of a movie theater. Someone comes over to you to complain about the dirty bathroom.
 5. Your new boss asks for your e-mail address so she can send you the weekly employee announcements; the only e-mail address you have is: uknowuwantme@gmail.com
 6. Your drawer is \$20 short at the end of your shift and you have no idea why.
 7. Three of your friends ask you to buy them some sneakers with your employee discount at your new job; they all wear different size shoes.
 8. You are working at Dunkin' Donuts when one of your customers comes back and complains that you messed up their order. They demand their money back.
 9. Two weeks ago you told your supervisor that you were going to be away this upcoming weekend. You just checked this week's schedule and you are scheduled for Friday afternoon and Sunday morning.
 10. You had a great interview for a summer job that you really want. You thought it went really well, especially because they called your references who told you they spoke very highly of you. However, it has been a week and you have not heard back about the job. You decide to call to check in about your application. You speak to the person who interviewed you and he tells you that they hired someone else for the position. You are disappointed because you really thought you were going to get the job. You ask him if he could tell you why. He tells you that he is not supposed to, but since he liked you when you came in, he will tell you. He explains that his supervisor called you to let you know that you had the job, but when she heard your cell phone message, she changed her mind.
- Discuss the situations after the role-plays to see if there are other 'professional' ways to deal with the various situations.

VI. Create Three Commitments for the Next Two Weeks

Possible Commitments:

- I commit to being here on time every day
- I commit to learning at least one new thing in each training
- I commit to participating and contributing every day
- I commit to being open to listening to other people
- I commit to completing the training
- I commit to having fun
- I commit to paying attention to my 'triggers' — the things that upset me

VII. Evaluate the Day (Plus/Delta)

- Ask participants for feedback on the training session.
 - Plus = what went well
 - Delta = what would have made it better

Real-World Application: Pay attention to how 'professional' people are when you come in contact with them while they are at work — for example: bus driver, store clerk, teacher, security guard, etc. Who do you think will get promoted? Get a raise? Reach their goals? Why?