



Role Play Instructions:

This activity gives you a chance to practice the tools you've learned in real-life scenarios. You'll work in groups of three and take turns in different roles.

Group Roles

- Steward: Practice using the conversation tools in the scenario.
- Other Party: Play the role described in the scenario (coworker or manager).
- Observer: Watch for use of key skills and provide feedback using the checklist.

Time per Round

- 5 minutes for role play
- 5 minutes for observer feedback and group reflection
- Rotate roles after each round

Instructions

1. Select a scenario card for your group.
2. Decide who will be Steward, Other Party, and Observer for the first round.
3. Steward starts the conversation using the techniques from the workshop:
 - a. Defuse resistance
 - b. Frame with purpose
 - c. Hold space for solutions
4. Other Party stays in character and responds naturally.
5. After 5 minutes, the Observer shares feedback using the checklist.
6. Rotate roles and repeat the steps for the next scenario or replay the same one from a different angle.

Debrief Questions (After All Rounds)

- What helped you stay grounded?
- What surprised you in your role as the steward?
- What did you notice as the observer?
- What would you do differently next time?



SCENARIOS:

Scenario 1: Blame and Frustration

A coworker angrily tells you, “The union hasn’t done anything for us! Staffing is worse than ever, and I don’t see the point of even paying dues anymore.”

Coaching Prompts:

- What’s the core concern underneath their frustration?
- How can you defuse without defending?
- How can you redirect the conversation toward shared values or actions?

Scenario 2: Pushback from Management

During a UBT meeting, a manager interrupts and says, “I don’t think we need a steward in this conversation. This is an internal staffing issue.”

Coaching Prompts:

- How do you assert your role without escalating the tension?
- What’s one phrase you could use to reframe the purpose of your presence?
- How can you bring it back to joint goals?

Scenario 3: Apathy and Disengagement

A member says, “Why should I care about the National Agreement? None of that stuff actually matters. Things never change here.”

Coaching Prompts:

- How can you meet this statement with curiosity instead of judgment?
- What’s one success or benefit you could name to re-engage them?
- How can you invite them into a small step of participation or inquiry?