Role-Playing Trust-Building Conversations

- **Objective:** Practice using communication skills (active listening, empathy, clarity, and respect) to build trust in common, challenging manager-employee interactions.
- **Setup:** Pairs. Each pair gets one scenario card (Manager & Employee roles). 5 mins prep.



- **Scenarios:**
  - **1 (Performance Feedback - Lateness):** The manager addresses consistent tardiness; Employee feels singled out. (Focus: Fairness, Clarity, Listening).
  - **2 (Delegating Responsibility - Keyholder):** Manager empowers a capable but hesitant employee. (Focus: Trust, Empowerment, Addressing Concerns).
  - **3 (Scheduling Conflict - Shift Change):** Manager needs employee to change shift due to absence; employee has plans. (Focus: Transparency, Respect, Collaboration).
- **Role-Play (7 mins per pair):** Act out the conversation. Focus on trust-building communication.
- **Partner Debrief (3 mins):** Discuss: What worked? Challenges? Impact on trust?

Group Debrief (10 mins): Volunteers share learnings. Discuss effective communication techniques observed. Trust is often built or broken in these key moments.