

Exercise #3

Identify How Behavior Can Affect People

In this small group exercise you will practice and respond to the behavior of others.

Instructions:

1. Form groups of three or four people.
 2. You will receive an instruction sheet for **one** of the following roles:
 - Actor A – the library user.
 - Actor B – the library employee who communicates well.
 - Actor C – the library employee who communicates poorly.
 - Observer D – the observer, if you have a fourth in your group.
 3. Play out the scene as outlined on your instruction sheet. Keep going until the instructor calls time.
 4. Write your response to each question below.
 5. Discuss within your small group what happened during the practice session using the questions and your answers.
- A. What differences did *you* see and hear between the attitudes of the two employees as played by Actors B and C? What did *everyone* notice?
- B. How did the library user, as played by Actor A, *respond* to the two different styles of communicating by the employees as played by Actor B and Actor C? How about the look on Actor A's face, the position of their body, etc?
- C. How did the library user, as played by Actor A, *feel* about the differences between the two different styles of communicating? How did *everyone* feel?
- D. What did the Observer *feel* about the differences between the two different styles of communicating the two employees, as played by Actors B and C, used?