

## Exercise 3C

### The Library Employee Who Communicates Poorly

**Instructions:** You are a poorly-behaving shift supervisor for the circulation desk who is trying to resolve some issues with a polite and reasonable library user. You will start out okay but slowly start adding poor behaviors and exaggerate your behavior as the role play continues. While you are interacting with the library user, notice how you feel about his or her behavior and the behavior of the other shift supervisor. Keep in your role until asked to stop. Afterwards, you will be asked to discuss and write your observations with your small group and later with the entire class. Think about how the average person might respond to the different behaviors of the two supervisors and the library user.

Remember, you are a poorly behaving circulation shift supervisor who communicates poorly. Below is a list of ways you will behave during the role play.

1. Do not use the library user's name, offer your hand to shake, or call them by their name during the role play.
2. Do not smile at them in a friendly manner. Look blankly or frown.
3. Do not look them in the eye when you speak.
4. Turn your whole body away from them and lean away slightly.
5. Do something else while they are talking. You can pretend to read a paper, fill out a form, talk on the phone, eat, etc.
6. Do not ask questions about the situations they encountered.
7. Interrupt them.
8. Use obscure library jargon.
9. Shake your head when they are talking.
10. Tell them why they are wrong.
11. Tell them there is nothing that can be done.