

Role Play Scenario

It's All Too Much

Theme	Listening
Roles	Supervisor – Jess Team Member - Drew (Observer)
Situation:	Drew is a fairly dedicated worker but can sometimes feel overwhelmed by the work. When this happens, people can find Drew hard to work with, since Drew withdraws and sees the negative in everything. Drew is responsible for a portfolio of clients. Drew's responsibilities require supervising client performance to make sure they are compliant with expectations. It only takes one significant breach to disrupt the schedule for Drew and the whole team. Drew has had two significant breaches in the last month. This has thrown Drew's schedule out and placed a lot of demands on the whole team, including Jess. Everyone is struggling to get back on track, aware that the longer it takes the greater the risk that the office and/or more clients will end up in breach of expectations as well. Jess has noticed that Drew is starting to show signs that suggest stress – working longer, shorter temper, near constant frowns and an unusually messy desk. As a result, other team members are starting to avoid Drew at the very time everyone needs to pull together. Jess has also intervened in a couple of cases with other team members as everyone is struggling to keep up with demand. Jess' boss is phoning nearly every day for updates, which heightens the sense of urgency and risk. <i>Note for Person Playing Drew: Try to draw on similar experiences you can recall to fill out the details. They might be your experiences or someone you know. This will make it easier to provide enough material to talk about.</i>
Starting Point:	Drew walks into Jess's office wanting to talk.
Objective:	To communicate that Drew has been heard and is clear to focus on the job.
Focus:	Behavioural Result