

The REAL WORLD Exercise

Facilitation Guide

- The purpose of this exercise to demonstrate that the 4 part comment structure is applicable to every day life. It can be used to diffuse a tense situation or convey a problem without emotion. There are 2 scenarios: POLICE and PARENT
- The overall flow is that one group prepares comments to the police scenario then the other group prepares the comments to the parent scenario. Then the groups switch scenarios and prepare responses.
- The timing for the exercise will vary depending on the different options and the amount of discussion.
- There are two options for conduct of the exercise.

OPTION A OVERVIEW

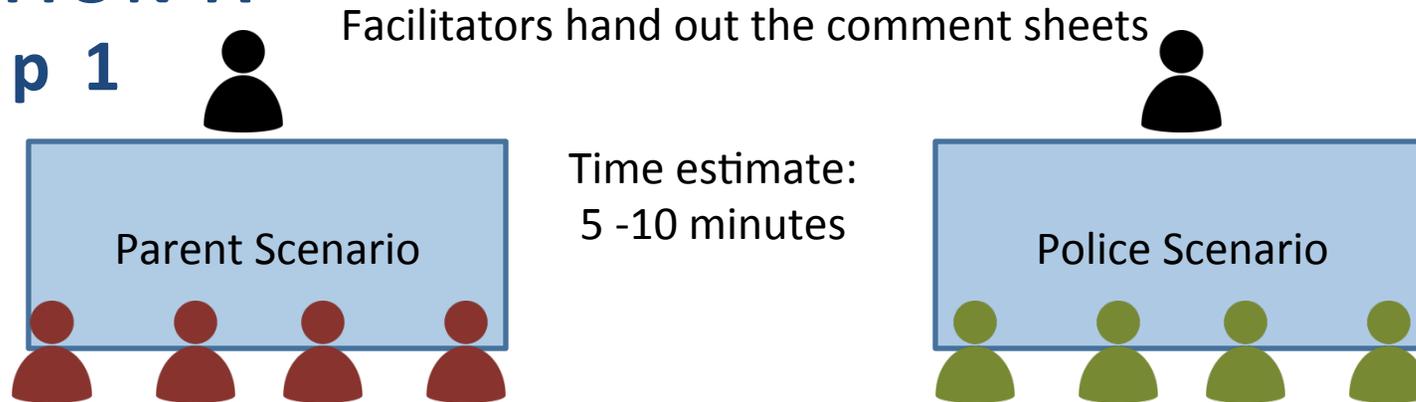
- Option A is a small group discussion based exercise.
- This option is best suited to a group of participants with limited review experience.
- Time estimate is 45 - 60 minutes depending on the size of the group and how much discussion is elicited.

OPTION A NEEDS

- 2 tables with chairs to accommodate the numbers in your groups
- Hard copies of the Commenter and Responder slides 10-17 printed double-sided
- Writing instruments
- 2 staplers (or some paper clips)
- 2 facilitators
- Participants divided into 2 EQUAL groups
 - Can be expanded to 4 groups if the group large

OPTION A

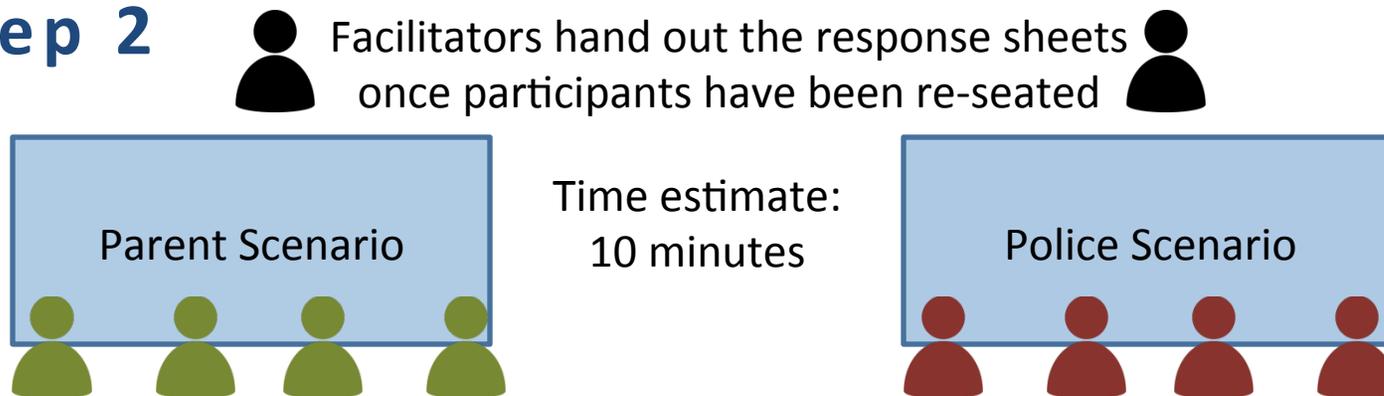
Step 1



Participants fill out name, read scenario, & prepare comment.

OPTION A

Step 2

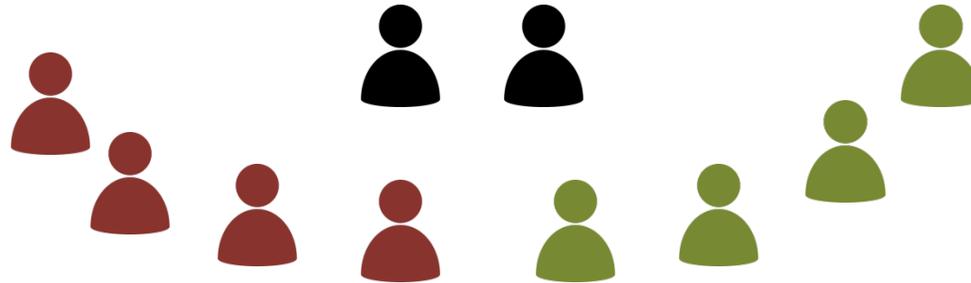


Participants leave the comment sheets on the table and switch groups. They select a random seat at the other table. Fill out name, read responder scenario, read the commenter's comment, then prepare a response. Attach the response to the comment sheet with stapler/paperclip.

OPTION A

Step 3

Time estimate:
20 minutes
(depends on
group size)



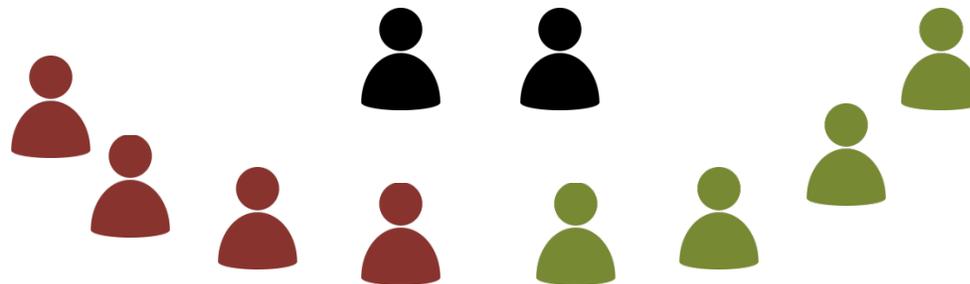
Gather in a semi-circle for sharing of
comments and responses

Each participant reads aloud the comment and the response from the sheets they ended up with.

OPTION A

Step 4

Time estimate:
10 minutes
(depends on
group size)



Small group discussion led by facilitators

Possible discussion Questions:

1. What did you experience when using the 4 part comment structure for a real world situation? How could it be adapted to become a habit for you?
2. What do you think about responding to the comment when it was framed in the 4 part structure? Was it easier?

OPTION B OVERVIEW

- Option B is a one-on-one exercise ending with discussion
- This option is best suited to a group of participants with some review experience or a team that needs an icebreaker.
- Time estimate is 30 - 40 minutes depending on the size of the group and how much discussion is elicited.

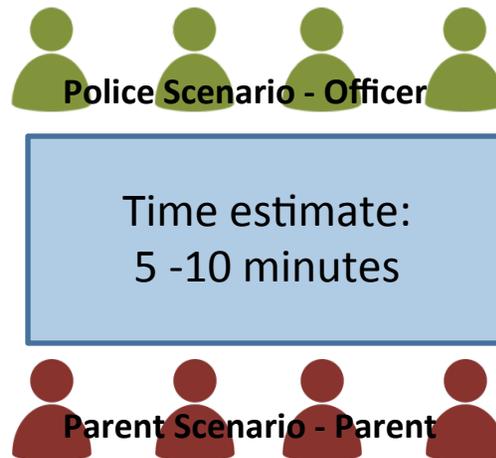
OPTION B NEEDS

- 1 table with chairs to accommodate the numbers in your groups
- Hard copies of the Commenter and Responder slides 10-17 printed double-sided
- Writing instruments
- 1 facilitators
- Participants divided into 2 EQUAL groups
 - Can be expanded to 4 groups if the group large

OPTION B

Step 1

2. Participants read scenario, & prepare comment.

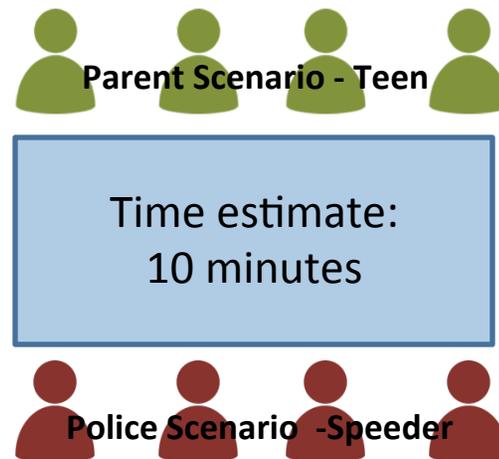


1. Facilitator hands out the COMMENT sheets. One side of the table receives the police scenario, the other the parent scenario.

OPTION B

Step 2

2. Facilitator hands out the RESPONSE sheets. Those that have the Police comment sheet now get the Police Response sheet and vice versa



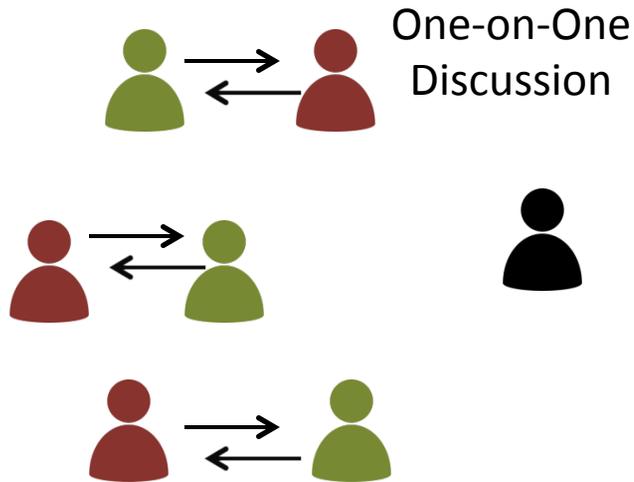
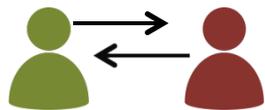
1. Participants swap comment sheets to the person across from them. Those that prepared a Police comment should now have a Parent comment.

3. Participants read the responder part of the scenario, read the comment, and prepare a response

OPTION B

Step 3

Time estimate:
10 minutes

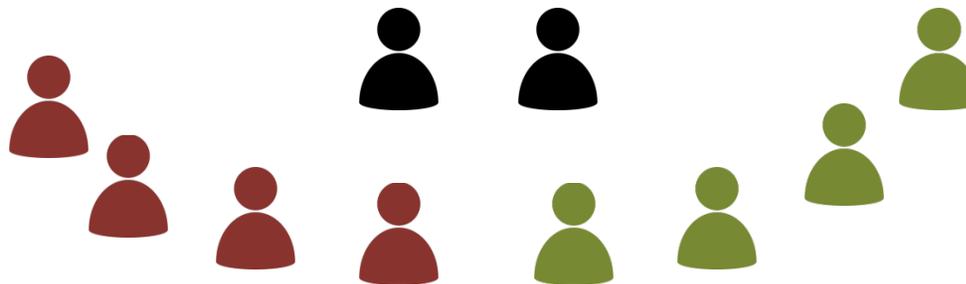


1. Participants pair up with the person across from them (that is responded to their comment).
2. The person that made the comment reads it to the other person.
3. That person reads their response

OPTION A

Step 4

Time estimate:
10 minutes
(depends on
group size)



Possible discussion Questions:

1. What did you experience when using the 4 part comment structure for a real world situation? How could it be adapted to become a habit for you?
2. What do you think about responding to the comment when it was framed in the 4 part structure? Was it easier?

The REAL WORLD REVIEW

COMMENTER:

You are a police officer assigned to patrol on the outskirts of town. The posted speed limit in this area is 35 mph. Your radar flashes 48 mph as a vehicle passes. You flip on your lights and siren and give chase.

The vehicle pulls to the side of the road and the driver patiently waits for you to tell him what the problem is.



*Use the Four Part
Comment Structure to
explain the problem.*

Turn page over for preparation space

COMMENT

What is the problem?

Why is it a problem?

What is the significance of
the problem?

Suggest how to resolve the
problem.

The REAL WORLD REVIEW

RESPONDER:

Driving through a small town on your way to the beach, you find yourself day dreaming about the day ahead. You suddenly notice flashing lights in your rearview mirror. Better pull over and see what this is about.

*Use the Key
Components to
Comment
Responses to
respond*



Turn page over for preparation space

RESPONSE

Clear statement of agreement or disagreement

Concise answers to stated concerns

Address all specific stated concerns

Describe how the comment will be resolved

The REAL WORLD REVIEW

COMMENTER:

You are the parent of a teenage girl. The house rule is that you must call if you are going to be late. On Friday night your daughter asks to go to see a movie with friends. You approve her request and tell her to be home by 10:00 pm. Her curfew time passes and she does not call. She arrives home at 10:45 pm.



*Use the Four Part
Comment Structure to
explain the problem.*

Turn page over for preparation space

COMMENT

What is the problem?

Why is it a problem?

What is the significance of
the problem?

Suggest how to resolve the
problem

REAL WORLD REVIEW

RESPONDER:

You went to out with your friends to see a movie. There was a power outage at the theater and the movie was delayed. You were unable to use your phone during the movie.

*Use the Key
Components to
Comment
Responses to
respond.*



Turn page over for preparation space

RESPONSE

Clear statement of agreement or disagreement

Concise answers to stated concerns

Address all specific stated concerns

Describe how the comment will be resolved