**Exercise 3: Role Playing**

**Interviewer: Tell me about a time when you had a disagreement with a**

**coworker or supervisor. How did you handle the situation?**

**Paul: At my current job. I work the overnight shift. The co-worker who comes in the morning was almost always late, which made me have to stay longer than my scheduled shift. To help resolve this, I spoke to the co-worker and told her that, while I know things happen, her tardiness was causing me extra work. After talking it through with the co-worker, she agreed to make a better effort to come in on time. After that day, she rarely came in late.**

**Esther: Another department had a problematic employee that was difficult to work with. In order to get certain tasks done, I would often go to someone else or complete the task myself.**

**Stephanie: I did not get along with a past employee in my office. I avoided them when I could because I knew if I interacted with them there would be an issue.**

**Interviewer: Describe a time when you had difficulty communicating your**

**thoughts clearly to another person or group. What was the outcome?**

**Paul: At my last job I worked with an individual who suffered from autism. It was very difficult at first to communicate with him because he was not open to speaking to new people. Although it was very deflating for me in the beginning, I was determined to earn his trust and create a strong relationship with him. As much as I wanted to force him to speak with me by talking to him a lot, I had to be patient. Overtime I learned the best ways to communicate with him and we developed a strong relationship.**

**Esther: I was working on a project with a co-worker and sometimes it seemed like we were speaking different languages. We pushed through and got the project done.**

**Stephanie: My supervisor just sometimes doesn’t get me. But that’s not my problem, I’m just here to do my job.**

**Interviewer: Describe a time of when you took the initiative to do something**

**that needed to be done, even if it wasn’t officially your responsibility.**

**Paul: During one of my overnight shifts, there was a leak in the ceiling and water was all over the floor. There were no maintenance staff around. So I grabbed a mop and bucket and cleaned up the water so nobody would slip and fall. I also left the bucket under the leak and left a note for maintenance to fix it when they came in.**

**Esther: I noticed a co-worker was stressed because she had a lot work to do. I stepped in to help her with her work and we got it done on time.**

**Stephanie: Usually I have so much on my plate and I need to get it done, so I don’t have much time to do extra things. If I had less to do, then I could probably help out more.**

**Notes For Facilitators**

**3 Competencies:**

* **Conflict Resolution**
* **Communication**
* **Initiative**

**Paul- he is a star. He fully answered each question with a STAR answer and showed all the competencies necessary for the role.**

**Esther- had shorter answers. Did not give detail. Feel free to ask more questions after their initial answer. But be cautious of leading questions- either initially or in follow up questions. Esther could have the competencies, but the interviewer needed to dig to pull out the answers. This could be nerves or a quiet person. This could be the first time they’re experiencing BBI. Esther could be hired, but the manager would need to be sure that they exhibit the competencies first. Maybe she requires a second interview to be safe.**

**Stephanie- did not fully answer questions. Did not give STAR answers. Also did not exhibit the competencies required for the role.**