

Role Play Observation Sheet – Managing Conflict

Name: _____

The official:

Dealt with the person in a professional manner:

- Demonstrated empathy
- Spoke clearly, firmly and confidently
- Kept their cool
- Avoided arguments and debate
- Dealt with the issue not the person
- Didn't try bluffing their way out of decisions taken
- Used objective, neutral language
- _____
- _____

Used non-verbal communication techniques:

- Stayed relaxed and used a low-key posture and body language
- Maintained eye contact
- Nodded their head to confirm understanding
- _____

Used active listening techniques:

- Recognised the person had something to say and didn't just dismiss them
- Clarified decisions based on facts and evidence
- _____
- _____

Promoted cooperation and good relationships:

- Put aside the emotions of all parties
- Dealt with the facts and evidence
- Wasn't defensive or trying to justify actions taken
- Didn't take criticism personally
- Avoided team or individual bias
- Set boundaries in a polite but assertive manner
- _____
- _____

What did they do really well?

A suggestion for a technique or strategy they could try using:
