



EARTHE

Activity 2

Digital toolkit for innovative curriculum and methodological development

Module 1 – Growth mindset

Method 3 – Role Plays

Case study



Module 1 – Growth Mindset

Case study - Role-Playing to Enhance Communication Skills in Adult Learners

Related Method - Role Plays

Context and Background

This case study was conducted in a non-formal adult education setting, focusing on enhancing communication skills among adult learners. The learners were adults from diverse backgrounds, including professionals seeking to improve their interpersonal communication in workplace settings. The organisation offering the training was a community-based adult education center, aiming to provide practical skills that could be directly applied in various professional environments.

Problem / Challenge Presented

The primary challenge identified was the lack of effective communication skills among adult learners, which hindered their professional interactions and career advancement. Many participants reported difficulties in expressing themselves clearly, understanding others' perspectives, and managing workplace conflicts. These communication barriers were particularly evident in multicultural and multidisciplinary teams.

Actions Taken / Method Applied

To address these challenges, the training programme incorporated role-playing exercises as a central pedagogical method. Participants engaged in structured role-play scenarios that simulated real-life workplace situations, such as team meetings, client interactions, and conflict resolution. These exercises were designed to encourage active participation, empathy, and the application of communication theories in practice. Facilitators provided real-time feedback, fostering a reflective learning environment.



Outcomes and Results

The implementation of role-playing led to significant improvements in participants' communication skills. Learners reported increased confidence in expressing their ideas and a better understanding of diverse perspectives. Observations indicated enhanced teamwork and more effective conflict resolution strategies among participants. Additionally, there was a noticeable improvement in the learners' ability to navigate complex workplace dynamics, leading to better professional relationships and job satisfaction..

Lessons Learned

The case study highlighted several key lessons:

Active Engagement: Role-playing encourages active participation, making learning more engaging and memorable.

Safe Learning Environment: Simulated scenarios provide a safe space for learners to experiment with new behaviours without real-world consequences.

Immediate Feedback: Real-time feedback during role-plays helps learners recognise and correct communication issues promptly.

Key Success Factors

The success of the intervention was attributed to:

Scenarios closely mirrored real workplace situations, enhancing their applicability.

Skilled facilitators guided the role-plays effectively, ensuring constructive feedback and reflection.

The diverse backgrounds of participants enriched the learning experience, offering multiple perspectives.

Challenges Encountered and How They Were Addressed

Some participants initially felt uncomfortable with role-playing, perceiving it as artificial. To address this, facilitators gradually introduced role-play activities, starting with less complex scenarios and building up to more challenging ones. Additionally, the inclusion of debriefing sessions after each role-play allowed learners to express their concerns and reflect on their experiences, easing apprehensions and enhancing the learning process.



Applicability / Recommendations for Educators

Educators aiming to implement role-playing in adult education should consider the following:
Design scenarios that reflect real-life situations pertinent to the learners' professional environments.

Introduce role-playing gradually, starting with simple scenarios and progressing to more complex ones.

Ensure facilitators are well-trained in guiding role-plays and providing constructive feedback.

Encourage participation from all learners, respecting diverse backgrounds and experiences.