



EARTHE

Activity 2

Digital toolkit for innovative curriculum and methodological development

Module 2 – Communication enhancement

Method 4 – Communication simulation



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Method 4 – Communication Simulations

Soft skill focus

This method focuses on developing **real-world communication competence** through simulated scenarios. Learners practise structuring messages, adapting to different audiences, and responding effectively under pressure. It builds **clarity, confidence, and empathy** in both professional and social contexts.

Learning outcomes

- Apply communication strategies in realistic workplace and social scenarios.
- Adapt tone, style, and body language to different audiences and contexts.
- Respond constructively to unexpected questions or challenges.
- Demonstrate active listening and clear articulation in high-stakes conversations.

Target group

Age: Adults 20–55

Gender: Mixed

Level of studies: Secondary and above (adaptable to different literacy levels)

Status: Employed, unemployed, or job-seeking

Fewer opportunities: Particularly relevant for participants with limited workplace experience, migrants facing language barriers, or adults returning to education/employment after long breaks.

This method is designed for learners who need to prepare for real communication demands such as job interviews, workplace meetings, customer service, or presentations. By simulating these situations in a safe learning environment, participants gain confidence, reduce anxiety, and practise transferable skills for professional and personal success.

Method description

Communication Simulations are structured role-plays that replicate real-world communication situations. Learners take on roles (e.g., interviewer/interviewee, manager/employee, customer/service provider) and practise responding to challenges in a supportive setting. Feedback and reflection help them refine their approach, improving both clarity of expression and adaptability under pressure.

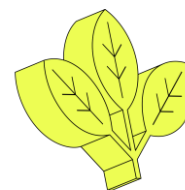
Implementation instructions

Timeline: 60–75 minutes per session (can be repeated across multiple sessions with varied scenarios).



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Number of participants: 6–15 (ideal for group interaction and peer observation).

Necessary materials: Scenario cards, role description cards, timer, optional props (tables, chairs, office items), feedback forms.

Space: Classroom or open training space with flexible seating to create interview-style or group-meeting setups.

Implementation in 5 steps

Step 1 – Introduction & Context: Facilitator explains the purpose of communication simulations: practising real-life skills in a safe, supportive setting. A brief discussion explores situations participants find most challenging (e.g., interviews, conflict at work).

Step 2 – Scenario Setup: Participants are introduced to role-play scenarios using prompt/role cards. Roles are distributed (e.g., one learner as manager, another as employee), and clear instructions are given: the goal is not performance, but practice and learning.

Step 3 – Simulation Rounds: Pairs or small groups act out the scenario. Facilitator may introduce challenges (e.g., unexpected questions, misunderstandings) to simulate real-life pressure. Observers take notes on clarity, listening, tone, and body language.

Step 4 – Feedback & Reflection: After each round, peers and facilitator provide constructive feedback. Learners are encouraged to reflect on what worked well and what could be improved. Facilitator highlights transferable communication strategies.

Step 5 – Consolidation & Debrief: Group discussion links the activity to real-life applications (e.g., job interviews, workplace meetings, negotiations). Learners identify one personal action point to practise outside the workshop.

Practical tips

Tip 1: Start with simple, low-stress scenarios (e.g., asking for directions, explaining a hobby) before moving to high-stakes situations like interviews.

Tip 2: Encourage peer support—remind participants that everyone is practising, not performing.

Tip 3: Use culturally relevant scenarios to increase engagement and practical value (e.g., local job interview formats, common workplace interactions).

Debriefing questions

How did you feel during the simulation compared to real-life communication challenges? What strategies helped you express yourself clearly and respond to unexpected situations?

How can you apply what you learned today in your workplace, community, or personal life?



Practical description sheet

Title: Communication Simulations

Purpose: To practise communication in realistic scenarios and build confidence.

Duration: 60–75 minutes

Format: Role-plays in pairs/groups with feedback

Core Steps: Introduction → Scenario setup → Simulation → Feedback → Debrief

Materials: Scenario/role cards, timer, optional props

Target Group: Adults 20–55, diverse backgrounds, jobseekers and employees

Learning Outcomes: Adapt communication to context, respond to challenges, improve clarity and listening, build confidence.

Key Benefits: Reduces anxiety, increases real-world readiness, strengthens adaptability.