Mock One-to-One Role Play Preparation

To make the most of your [mock role play](https://le.ac.uk/career-development-service/interviews-and-assessments/assessment-centres/role-play-exercises), and to help you prepare for the real thing, consider what **type** of role play you may encounter and what they may **assess** you on (competencies). You should research the employer and, importantly, the role to help you with this.

Consider the type of situations you might face in a one-to-one situation in order to try and identify the underlying skills you will be required to demonstrate. You may want to use the job description, the company website, and job profiles such as those on [Prospects](https://www.prospects.ac.uk/job-profiles). You can also choose the [example scenario](https://le.ac.uk/career-development-service/interviews-and-assessments/assessment-centres/role-play-exercises) on the Career Development Service website.

**Please provide the following details and send in a copy of your preparation at the earliest possible**

**time prior to your appointment to** [studentservices@le.ac.uk](mailto:studentservices@le.ac.uk)

**Employer: Position Applied for:**

**Role play scenario,** include information about **both** your character and the adviser’s character **and** the situation you are aiming to overcome: (for example: A consultant trying to persuade a demanding client on a solution to a problem; a customer service agent/sales person with an unhappy and difficult customer or hard to convince customer)

How do you plan on **opening** and **closing** the interaction? Note any useful phrases here:

**Which competencies are being assessed**: (verbal communication, information finding, negotiation, problem solving, tact and diplomacy, reactive skills, dealing with conflict, interpersonal, change agent, planning and adaptability, decision making, mentoring and coaching)

**What would you like to gain from this appointment?**

**How have you prepared for this Role Play?**

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| Use the prompts below to plan how you will develop your Role Play performance so that it meets at least **10 out of 12** on the scoring grid before attending your assessment.  **Action plan: To be completed during your appointment** | **Current Level 0-4** |
| **Role play delivery**  Verbal communication: is your speech articulate, well-paced and clear?  Non-verbal communication: how do you use gestures and eye contact to build rapport?  Structure: how do you effectively manage the direction of the Role Play?  What feedback were you provided and how can you use them to develop the delivery of your Role Play?  1.  2.  3. |  |
| **Knowledge and competencies demonstrated**  Technical knowledge: do you deal with any technical aspect of the role play accurately and appropriately?  Commercial awareness: how have you demonstrated your wider knowledge of the sector/ company? SWOT/PEST analysis?  Key skills and competencies: have you demonstrated that you fully understand the job description and successfully prepared ways to highlight your aptitude for the role?  What feedback were you provided and how could you use them to develop the content of your Role Play?  1.  2.  3. |  |
| **Reflection questions:**  Upon reflection, is there any aspect of the Role Play you would approach differently?  How were you able to keep control of the Role Play whilst still responding to the needs of the client/ customer/ stakeholder?  How did you demonstrate an understanding of the company’s aims, objectives and ethos?  How successfully do you feel you adapted to an unprepared role play scenario? What were the difficulties? How might you combat those in a real interview role play situation? (answer if appropriate)  What feedback did you receive and how will you use it to develop your Role Play skills?  1.  2.  3. |  |

**Please bring this document to any future appointments**

**Student Signature…………………………………**

**Adviser signature…………………....................... Date………………………………………**

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**Student Signature…………………………. Adviser signature…………………..................... Date………………………………………**