

Workplace Soft Skills Role-Play

Name: _____ **Date:** _____

LEARNING OBJECTIVE

The student will identify and practice demonstrating key workplace soft skills through role-play scenarios.

MATERIALS NEEDED

- index cards
- pen
- a family member or friend to role-play with

HANDS-ON ACTIVITY

1. On 4 index cards, write 4 different workplace scenarios that test soft skills, such as: 'A coworker is rude to you,' 'You made a mistake on a task,' 'A customer is upset,' and 'You need to ask your boss for a day off.'
2. Before role-playing, write down on each card which soft skill applies (communication, teamwork, problem-solving, responsibility, adaptability).
3. Role-play each scenario with a partner (or by yourself, playing both roles) demonstrating the appropriate soft skill in your response — practice what you would actually say.
4. After each role-play, write one sentence reflecting on how you demonstrated that soft skill in your response.
5. Choose your strongest role-play and perform it a second time, trying to improve your tone, word choice, or body language.

QUESTIONS

1. **List your 4 scenarios and the soft skill that applied to each.**

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2. **In the 'you made a mistake' scenario, what did you say or do to demonstrate responsibility?**

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3. **Why are soft skills like communication and teamwork considered just as important as technical job skills by many employers?**
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4. Which role-play scenario was hardest for you to handle, and what would you do differently next time?
