

Toolkit Activity 11: Role Play

Activity title	Role play
Aim	Help mentors build some competencies in addressing people who have potentially been Traumatized
Related to subchapter	2.4: The Window of Tolerance as a Guidance to Building Resilience.
Group / Individual activity	Activity for mentor
Duration	45 minutes
Online / Offline activity	Offline
Materials needed	Another professional

Step-by-step instructions:

1. Even though there should be professional assistance from a psychologist to address a traumatized person, there are still measures to be taken when communicating with such people. In this activity, the mentor should exercise his communication skills based on Brymer et al. (2006)'s model.
2. For this activity, a role play will be played out with a second individual (another professional). For this role play, the mentor will exercise his communication skills based on Brymer's model.
3. It is important for the mentor to remember to:
 - Observe first, avoid being intrusive, ask what people need and how you can help.
 - Be prepared for the person to avoid you, or, conversely, not to let you go.
 - Focus on listening to the needs of the people you're helping when they speak.
 - When speaking, do it calmly, patiently and be sensitive. Avoid slang or jargon words.
 - Positively reinforce the person's attempts to remain safe and deal with his or her situation

Take-away message: This activity is crucial when working on communication. It will enhance the mentor's skills on communicating with people with potential trauma, by suggesting touchpoints and grounds on how to interview and ask questions in a more attentive way.