

### ACTIVITY 3.4.2



In this activity one person takes the role of job broker and one person takes the role of the job seeker from the case study.

Form groups of two to recreate a counselling situation in a role play: One person impersonates the client, the other person the counsellor. As an inspiration, you could use the case study described in one of the previous exercises, a real example from your professional experience – such as a case that challenged you or remained in your memory for other reasons - or a fictitious example. Depending on how much time the group has, it may not be sensible to recreate the whole counselling session or even process. Therefore, you should choose a specific stage(s) of the counselling to focus on.

The following idealized six-phase model on communication can serve as an orientation when deciding on such a stage:

- 1) Opening – Invitation & first contact, clarification of context and conditions
- 2) Consultation – Analysis of situation, resources and motivation
- 3) Setting goals
- 4) Solution steps – Solution steps and needs from the client's point of view, Solution steps and offer range from the counsellor's point of view



5) Agreement on what to do and documentation

6) Conclusion

After the role play, the person who played the client should give feedback on how he/she perceived the interviewing situation from a client's perspective (e.g. formulation of questions, body language, facial expressions).

Finally, repeat a role play with opposite roles!

Write down the results of the conversations. You may need it for further reflection with colleagues.

