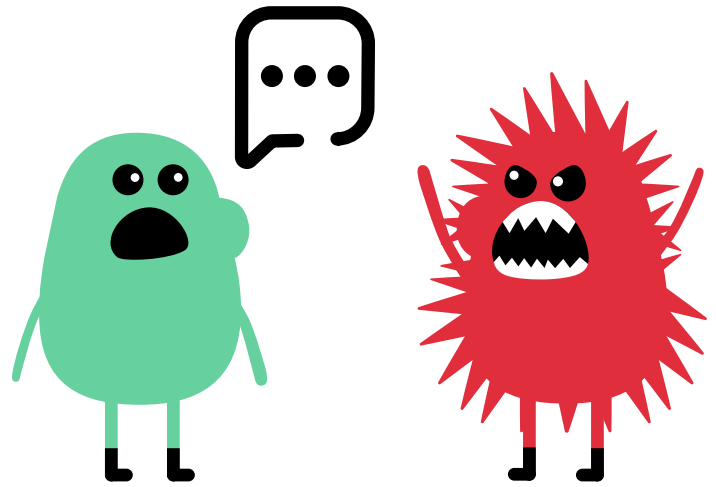


# Being Direct and Using Open Body Language.

Imagine a scenario where you are a peer leader, and in your peer support program session one of your peers becomes annoyed and defensive about the choice of activity. They become frustrated, call you names and say they don't want to participate. Practise ways in which you might handle this conflict scenario.



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Peer Support:  
Communication Role Plays

## Instructions...

- In small groups, practise some communication strategies to handle a conflict scenario.
- One person will need to act as Spike (defensive, frustrated), and others can act as Smooth (calm, collected) in a theoretical conflict situation.

## Key considerations when practising your scenario...

- Be direct
  - Speak calmly
  - Stay on topic
- Use open body language
  - open posture
  - eye contact
  - leaning in
  - nodding
  - arms not crossed
  - sitting next to the person, rather than directly across from them



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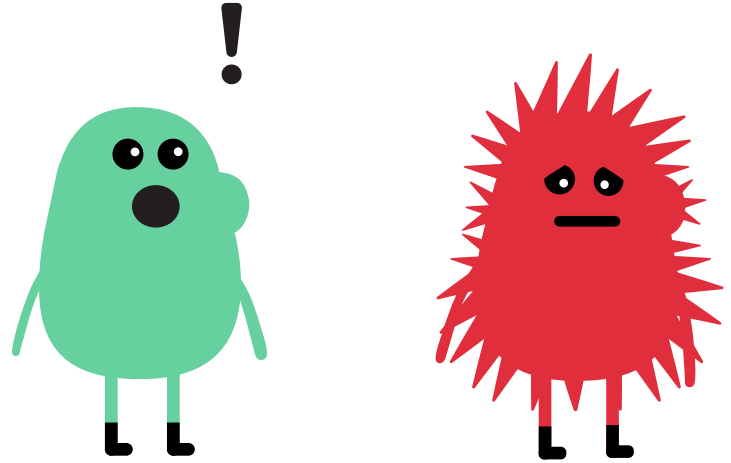


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# Choosing a Good Time and Showing You Understand.

Imagine a scenario where you are a peer leader, and in your peer support program session you identify that one of your peers seems to be having some personal problems. You approach them to talk about it, but they get angry and distressed. Practise ways in which you might handle this conflict scenario.



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Communication Role Plays

## Instructions...

- In small groups, practise some communication strategies to handle a conflict scenario.
- One person will need to act as Spike (defensive, frustrated), and others can act as Smooth (calm, collected) in a theoretical conflict situation.

## Key considerations when practising your scenario...

- Choose a good time
  - Be aware
  - Be flexible
  - Be patient
- Show them that you understand
  - find common ground
  - use empathy



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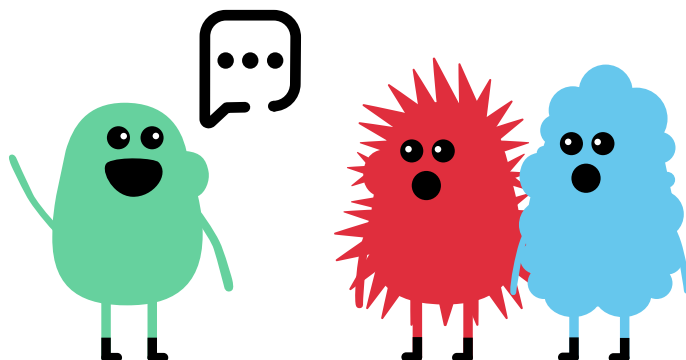


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Peer Support:  
Communication Role Plays

# Working Together to Identify the Issue and Demonstrating Active Listening.

Imagine a scenario where you are a peer leader, and in one of your peer support program sessions you learn about a disagreement between two of your peers. One of the peers comes to you and asks you to help them resolve the issue. Practise ways in which you might handle this conflict scenario.



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Peer Support:  
Communication Role Plays

## Instructions...

- In small groups, practise some communication strategies to handle a conflict scenario.
- One person will need to act as Spike (defensive, frustrated), and others can act as Smooth (calm, collected) in a theoretical conflict situation.

## Key considerations when practising your scenario...

- Listen, by demonstrating active listening techniques such as
  - clarifying questions
  - eye contact
  - nodding and affirmations
  - paraphrasing
  - show respect
- Work together to identify the issue
  - explore possible problems
  - identify result-oriented solutions.



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