

**ADVANCED COMMUNICATION SERIES**  
**INTERPERSONAL COMMUNICATION**

**Assignment #1**  
**CONVERSING WITH EASE**

**Objectives**

- Identify techniques to use in conversing with strangers
- Recognize different levels of conversation
- Initiate a conversation with a stranger
- Use open-ended questions to solicit information for further conversation
- TIME : 10 to 14 minutes

**Note to the Evaluator**

The purpose of this project is for the speaker to enact a role play with another member in which the two meet as strangers and the speaker begins a conversation. The circumstance under which they meet as strangers (a party, convention, etc.) is determined by the speaker and the speaker's partner. The speaker was first to give a brief speech about the importance of good conversational skills, the conversational process and techniques (to help the audience to better understand the presentation's objectives and to evaluate the presentation). Then the speaker was to introduce the role play scenario and the partner, then conduct the role play, initiating a conversation and establishing a common interest with the other person. Finally, the speaker was to lead a brief discussion with the partner and the audience about the role play. It is suggested you read the entire project before the presentation. In addition to your oral evaluation, please give written responses to the questions below.

**Evaluation Guide**

1. How well did the speaker explain the value of conversational skills and different conversational techniques?
2. How effectively did the speaker initiate the conversation?
3. How did the speaker establish a common interest with the other person?
4. How effectively did the speaker use open-ended questions to carry on the conversation?
5. How did the speaker advance from one level to another? (The levels are small talk, fact disclosure, viewpoints and opinions, personal feelings.)
6. How comfortable did the speaker appear to be in the conversations?
7. What could the speaker have said differently that may have been more effective?

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**Assignment #2:**  
**THE SUCCESSFUL NEGOTIATOR**

**Objectives**

- Employ win/ win negotiating strategies to achieve your goals
- Enjoy the benefits of win/ win negotiating
- TIME : 10 to14 minutes

**Note to the Evaluator**

The purpose of this project is for the speaker to enact a role play with another member, with the speaker negotiating to receive something he or she wants. The speaker and the partner may select the situation of their choice. The speaker was first to give a brief speech explaining the negotiation process (to help the audience to better understand the role play's objectives and to evaluate it). Then the speaker was to introduce the role play scenario and the partner and conduct the role play. Finally, the speaker was to lead a brief discussion with the partner and the audience about the role play. It is suggested you read the entire project before the presentation. In addition to your oral evaluation, please give written responses to the questions below.

**Evaluation Guide**

1. How clearly did the speaker explain the negotiation process?
2. How did the speaker break the ice and establish a good relationship with the other party?
3. How effectively did the speaker address the needs and wants of the other party?
4. Did the speaker clearly indicate his or her wants and needs and the reasons for them?
5. Did the speaker achieve his or her goal?
6. What could the speaker have said or done differently to be more effective?

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**Assignment #3:**  
**DIFUSSING VERBAL CRITICISM**

**Objectives**

- Respond non-defensively to verbal criticism
- Employ a five-step method to identify the problem, diffuse the attack, and arrive at a solution
- TIME : 10 to14 minutes

**Note to the Evaluator**

The purpose of this project is for the speaker to role play with another member, responding to, determining the cause of, and diffusing verbal criticism. The speaker and partner may select the role-play scenario of their choice. The speaker was first to give a brief speech explaining how to handle verbal criticism (to help the audience to better understand the role play's objectives and to evaluate it). Then the speaker was to introduce the role play scenario and the partner and conduct the role play. Finally, the speaker was to lead a brief discussion with the partner and the audience about the role play. It is suggested you read the entire project before the presentation. In addition to your oral evaluation, please give written responses to the questions below.

**Evaluation Guide**

1. How effectively did the speaker explain how to handle verbal criticism?
  
2. Did the speaker respond non-defensively to the criticism?
  
3. How did the speaker indicate he or she was listening to the criticism with an open mind?
  
4. How did the speaker determine the reason(s) for the criticism?
  
5. Was the speaker able to discuss a solution with the criticizer?
  
6. What could the speaker have said or done differently that would have been more effective?

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**Assignment #4:**  
**THE COACH**

**Objectives**

- Determine reasons for someone's substandard performance
- Coach the person to improve performance
- TIME : 10 to 14 minutes

**Note to the Evaluator**

The purpose of this project was for the speaker to enact a role play with another member, with the speaker coaching a person whose performance has not been satisfactory. The speaker and the partner may select the situation of his or her choice. The speaker was first to give a brief speech explaining the coaching process (to help the audience to better understand the role play's objectives and to evaluate it). Then the speaker was to introduce the role play scenario and the partner and conduct the role play. Finally, the speaker was to lead a brief discussion with the partner and the audience about the role play. It is suggested you read the entire project before the presentation. In addition to your oral evaluation, please give written responses to the question below.

**Evaluation Guide**

1. How clearly did the speaker explain the coaching process?
2. What was preventing the person from performing satisfactorily? How did the speaker determine this reason?
3. How effectively did the speaker begin the coaching session?
4. How did the speaker work with the person to arrive at a solution?
5. Did the speaker focus on describing behavior rather than evaluating or judging it?
6. How did the speaker avoid putting the person on the defensive?
7. How effective was the coaching session? If you were the person being coached, would you be motivated to improve?

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**Assignment #5:**  
**ASSERTING YOURSELF EFFECTIVELY**

**Objectives**

- Enjoy the mental and physical benefits of being assertive
- Employ the four-step method for addressing a problem and asking for help
- Overcome resistance to your requests
- TIME : 10 to14 minutes

**Note to the Evaluator**

The purpose of this project is for the speaker to enact a role play with another member, with the speaker verbalizing dissatisfaction with a situation and the other member being the party responsible for the situation who is reluctant to do as the speaker requests. The speaker and the partner may select the scenario of their choice. The speaker was first to give a brief speech explaining how to express dissatisfaction effectively (to help the audience to better understand the role play's objectives and to evaluate it). Then the speaker was to introduce the role play scenario and the partner and conduct the role play. Finally, the speaker was to lead a brief discussion with the partner and the audience about the role play. It is suggested you read the entire project before the presentation. In addition to your oral evaluation, please give written responses to the questions below.

**Evaluation Guide**

1. How well did the speaker explain how to express dissatisfaction effectively?
2. How effectively did the speaker follow the four-step method when addressing the problem?
3. Did the speaker clearly state the problem and the remedy?
4. If you were the other person, would you want to fulfill the speaker's request? Why?
5. How did the speaker overcome the resistance?