

Referral and Counseling Skills Role-Playing Scenarios

These scenarios have really happened in our learning centers or in other centers we are familiar with! Think back to your training on effective communication, and consider today's training on referral and counseling skills. In your role-play, consider these questions. We will also use these questions to discuss each role-play and to consider alternative ways of approaching a situation.

Guiding Questions:

- What strategies would you use to discuss the situation with the student?
- How do you show empathy or concern and still maintain appropriate boundaries?
- Would you use referral skills in this situation? Why or why not? If so, how?

Role-Playing Scenarios:

- A student starts the session with a long rant about how much they hate their instructor/course.
- A student says, "I hate writing! I'm an awful writer. [or I'm stupid at math! I'm never going to learn this!] You'll see-- this assignment is no good."
- Someone who appears to not be a student is using a center computer. They also appear to be looking at X-rated websites.
- A student is coughing and keeps visiting the water fountain. They say they have the flu and 'pink eye'. You are worried they could be contagious, but their assignment is due the next day.
- A student wants to revise a paper already graded by an instructor. You don't understand the instructor's comments or handwriting. ...and neither does the student!
- When you ask a student to describe their assignment and due date, they tell you the due date is tomorrow. They then inform you of a recent death in their family and start crying.

Other discussion questions:

- Describe a situation where you would ask a student to visit the center director. Describe a situation where you would e-mail a center director.
- Describe a situation where you would contact the health center.
- Describe a situation where you would contact the college public safety office.
- How would you decide when to tell a student about a college resource? When would you actually walk the student over to a college resource? When would it be important to contact a college resource the same day?