

Roleplay

Role-play is a unique way for delegates to test the skills they will go on to employ in the workplace, in a situation that accurately mirrors that workplace, but is in reality a safe training environment where making mistakes is part of the learning process.

It is also the perfect opportunity for Trainers to observe in detail the behaviour and performance of the delegates and to monitor how effectively they are interpreting and applying the training objectives. The Trainer has the option of replaying any or all of the role-play scenarios having passed on thoughts and feedback from earlier attempts. Many Trainers choose to video the role-plays and watch them back with the delegate. This often proves a valuable and unique method of learning, as the delegate can observe their own performance and discuss it with the Trainer.

One of the great benefits of Roleplay is that it can be effectively applied to a wide and varied range of training courses, including Management Development, Customer Service Skills, Recruitment & Interviewing Skills, Communication Skills, Business Influence Skills, Coaching Skills, Diversity & Equal Opportunities, Corporate Social Responsibility, Assessment Centre and Compliance Procedures.

Whether an actor is called upon to portray a dissatisfied customer in basic customer service training, an employee undergoing appraisal for management training, right through to playing a stakeholder in detailed dialogue simulations for Social Reporting programmes, roleplay is a tremendously effective tool adaptable to any training process requiring inter-personal skills theory to be put into practice.

Roleplay Case Studies

RBS - We work with The Royal Bank of Scotland to help their Credit and Relationship Managers pass through Credit Skills Accreditation Courses. This involves the Roleplayers portraying successful business owners and spending 30 minute sessions answering questions and imparting information regarding Vision & Planning, Business Risk and Financial Risk & Planning concerning specifically the businesses the Roleplayers are representing.

O2 - We are helping O2 train their Managers to develop their Interviewing Skills with both internal and external candidates. The Roleplayers are required to portray a variety of behaviours during the

interview sessions, including Anxiety, Overt Confidence/Arrogance and Distress, in order to test and challenge the delegate's skills in interviewing.

Forum Theatre

Forum Theatre is an interactive theatre form invented in the early 1970s. An audience of delegates is shown a short play reflecting situations relevant to their workplace experience, in which a central character (protagonist) encounters an oppression or obstacle which s/he finds difficulty in overcoming. After this first showing, there may be a brief discussion amongst the audience, mediated by a trainer/facilitator. Then the play is restarted, usually from the beginning, and runs as before - but this time, whenever an audience member feels the protagonist might usefully have tried a different strategy, s/he can stop the action and either re-direct the actor, or take the protagonist's place, and try his or her idea. The other characters in the piece will react as they feel their characters would react, on a bad day i.e. they will not make it easy for any new tactic to succeed; but if an idea works, the intervening delegate can succeed. Through a session of Forum Theatre, many people will re-direct or take the stage and show many different possibilities. In this way, the event becomes an inclusive debate, in which experiences and ideas are rehearsed and shared, generating a sense of empowerment.

Forum Theatre Case Studies

Lex Defence – We devised, wrote and performed several scripts in the style of Forum Theatre for Lex Defence. These bespoke scripts were concerned with customer service & communication and were written following close consultation with the Client regarding their needs and the company's working culture. Lex wanted their Delegates to watch and interact with scenes that would not only mirror their Delegates working environment but that would also encourage the Delegates to discuss the issues that arose, then find solutions the Roleplayers could reflect, following instructions from the delegates.

Martlet Homes – We have written, devised & performed a number of bespoke scripts concerning Diversity & Equality in the workplace. The Delegates have been invited to watch and interact with scenes concerning a number of issues including bullying, harassment, racial intolerance and homophobia.

We provide Roleplayer/actors to the following clients:

O2, Royal Bank of Scotland, Lloyds TSB, Dell, Carlsberg, NatWest, Deutsche Bank, MFI, Allied Irish Bank, NHS, London Borough of Barking & Dagenham, Micromill, Computer 2000, Coopervision, CRUK, Severn Trent Water, Ulster Bank, 3663, The General Dental Council, Atos Origin, Lex Defence, Freedom Communications, Syngenta, Benfield, Wragge & Co, Wessex Housing, Martlet Homes

ProActive Roleplay

We offer skilled, experienced professional actors as role-players, all of whom possess first hand knowledge of the corporate industry along with a disciplined committed approach. There are providers whose roleplayers are theatre and television actors but who lack any business experience and then conversely there are providers who offer roleplayers with a corporate background but with little or no training and professional experience as actors. The ProActive Roleplay USP is that we exclusively offer professionally trained, experienced actors with roleplay expertise and a strong business background.

In a highly competitive marketplace, where you are looking for your training programme proposals to stand out above the competition, adding true value is becoming an essential requirement. Incorporating the use of actors through Roleplay adds that value, gives a wide range of training programmes a real edge and is proven to greatly add to the participants learning.



Julian Chaloner has a strong background in business having worked in both public and private sector management. In addition to this he has trained as a professional actor and subsequently gained much experience working in both Theatre and Television. Julian has worked for a number of years in the Training industry as a role-player combining his business and acting backgrounds and has set up a company called ProActive Roleplay, a joint venture with fellow actor **Mark Delaney**.

ProActive Roleplay works in partnership with The Learning Architect aiming to provide a large number of high profile clients with experienced actors and role-players.

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