

SST ROLE PLAY FEEDBACK EXAMPLES

It can be helpful to have a list of different types of behavioral feedback that group facilitators and group members can give to group members who are doing role plays. This can be useful, for example, when the feedback tends to be focused only on the verbal content of what occurs in the role play rather than the non-verbal behavior.

The following table is a useful reference for SST facilitators regarding ideas for specific positive feedback and “even better” constructive feedback.

Table for SST Facilitators: Examples of Specific Feedback

	What Did You Like?		What Could be “Even Better?”	
Steps of the skill	Did all the steps of the skill	<i>or</i>	Remember to do step 3	
	On Step 1, you did X well	<i>or</i>	On Step 1, remember to do X	
	You did the steps, and you did them in order	<i>or</i>	It usually works even better to do the steps in order	
Speech Content	Clear, brief, and direct		Could be more concise, maybe say something like “X Y Z”	
	Integration of sociocultural factors when providing feedback: Remember to provide feedback on what you liked and what could be “even better” given the social, cultural, or linguistic (language) context of the situation and the individuals communicating with each other.			
(Words chosen)	I like how you used polite expressions of appreciation (e.g., please and thank you.”		Consider directly saying “thank you.”	
	Good choice of feeling word		Might be useful to use a feeling word to express your feelings.	
	I like how you used words that were appropriate to the situation. Since it was a job interview, you used more formal language.		Maybe you could use more formal language for this job interview scenario for the next role play.	
	I like how you warmly and casually greeted your good friend saying “Hey, what’s up?” I like how you used a military specific greeting with another Veteran (e.g., Oorah, hooah, etc.)		For this next role play, it might be even better to use more casual language because the role play situation is talking with a good friend. What do you think is a nice greeting for a good friend?	
Kinesics				

<i>Facial expression</i>	Your smile helped highlight your positive message and convey your feeling that you discussed in the steps.	<i>or</i>	What facial expression might help this role play be even better? I?
	Facial expressions matched what you were saying	<i>or</i>	Is there a facial expression that you think you would want to try to use more to help you communicate even better?
	Your serious facial expression was appropriate to what you were communicating.		
<i>Eye contact</i>	Good eye contact	<i>or</i>	Look at the person
			Try glancing away to have a break in eye contact (i.e., if the group member was staring)
	Looking at the person and naturally looking away at times	<i>or</i>	Looking at the person and taking time to glance away
<i>Body Movement</i>	Nodding head to show listening to speaker	<i>or</i>	How would you show that you are listening?
<i>Gestures</i>	Appropriate hand gestures	<i>or</i>	Do you want to include a hand gesture? Which one?
	I like how you gave your friend a thumbs up.		
Haptics			
	Firm handshake Good job substituting a fist bump for your comfort	<i>or</i>	Would you use physical touch in your interaction? How?
Paralanguage			
<i>Pitch</i>	Pleasant tone of voice	<i>or</i>	Does your tone of voice match what you want to convey?
<i>Volume</i>	Good volume, not too loud/soft	<i>or</i>	Try to increase your volume
<i>Rate of speech</i>	Speed of your speech was just right, not too slow or fast	<i>or</i>	Try speaking slower
<i>Rhythm</i>	There was a good flow to what you had to say; you sounded natural the way you emphasized certain words.	<i>or</i>	It might be even better to emphasize with volume and rate of speech certain parts of what you want to say. It can be subtle so let me demonstrate what I mean...
<i>Fillers</i>	Verbal reinforcement – “Uh-huh” or “mm-hmm”	<i>or</i>	Are there other verbal cues to show you are listening?
Affect			

Tone	Tone of voice helps communicate point	or	Is there a tone of voice that might make this next role play even better? What tone of voice might help the other person really focus on what you are trying to say? This might help get your point across
	Tone fit with what you were saying and person could focus on what you were communicating	or	What tone of voice might help the other person really focus on what you are trying to say? This might help get your point across
	Warm, friendly greeting	or	Use a tone of voice that is consistent with the message you are trying to convey. Since you are giving a compliment, a warm voice tone would be consistent with that message.
Attitude	Polite, calm Your enthusiasm really came through. Your expression of concern seemed heartfelt.	or	How would you change your approach to match your intention? How do you want to come across to the other person to be effective? How might you be even more polite the next time? Or even more assertive?
Proxemics			
Distance	Appropriate, not too far/close	or	Let's think about how far you are standing from the person. What change can you make so the next role play is even better?
Posture	Body leaning (showing interest)	or	How would you show that you are interested nonverbally? This next role play, consider leaning in to show interest.
	Sitting up tall	or	Try sitting up tall in your seat or standing up tall