



MODULE 4: ROLE PLAY ACTIVITY



**Co-funded by
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PROJECT NUMBER: 2022-1-SE01-KA220-VET-000089994

INTRODUCTION

In this role-play participants will be divided into pairs or small groups. Each group is assigned a scenario involving a potential breach of client confidentiality in an online setting. Participants will then role-play how to handle the situation, emphasising the importance of safeguarding client privacy and maintaining professional boundaries.

The activity follows the methodology of “The Theatre of the Oppressed” so as to foster interaction and participation.



OBJECTIVES

- Handle personal data and comply with privacy and online safeguarding policies

TYPE



ROLE PLAY

DURATION

1 hour and 30 minutes

MATERIALS NEEDED FOR THE IMPLEMENTATION

Comfortable setting (chairs, tables),
paper sheets, markers

METHODOLOGY

STEP 1

- Participants are divided into small groups (2 to 3 people maximum)
- Roles are assigned, and participants will act either as the practitioner or the client,
- The trainer provides a brief scenario presenting a breach of client information (see below)

Scenario:

You have been informed by your managers of a privacy breach on the accounts of your company. This is likely to compromise personal information and linked social media accounts of Lucy, one of your clients. Lucy is 38 years old, has a background in economics, and is looking for a new job in the marketing sector.

Please note:

This scenario is provided as a general footprint.

Participants can adjust and modify it, or even come up with a totally new scenario.

METHODOLOGY

STEP 2

- in groups, participants will have 15 minutes to prepare their role play
- groups will then present their scenarios to the other participants, who, at any time, have the right to interact with the “actors”, freezing the scene to point out details (such as non-verbal communication issues), proposing alternative solutions/reactions, and even taking part to the acting introducing new elements.



FURTHER RESOURCES

- on, injected humour, or non-characteristic words etc.



REFERENCES

Dealing with an employee breach of confidentiality (harperjames.co.uk).

