

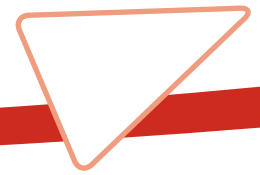


9. Craig's story (2)

You are going to watch Craig's story.

How does Craig's behaviour affect Ben and Stef?





Activity 9: Dealing with other people's behaviour



Role-play these situations and try out a range of techniques to respond to the behaviour.

Situation 1:

You work in a busy restaurant. A customer complains you've brought the wrong order. They start to shout. Other customers are looking at you.

Situation 2:

You are driving a friend to collect her elderly mother from the train station. The car breaks down in a place you don't know. Your friend is very upset about being late. They don't know what to do.

Now think about the roleplays you took part in.

1 What techniques did you use to manage the other person's behaviour?

2 Which technique worked the best in each situation and why?

Situation 1:

Situation 2: