

# Assessing Role-Plays and Simulations

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BESIG Annual Conference  
Prague, Czech Republic  
November 9, 2013



# Business English Ideas

Lesson ideas, perspectives on course planning, and more for in-company and freelance Business English Trainers.

Posts

About Me



## About Me



My name is Charles Rei, and I have been teaching Business English as a freelance and in-

## Popular Posts



So, you want to teach Business English in Germany...?

Herzlich

Willkommen! You will find teaching in Business English in Germany exciting and rewarding, I'm sure. But beware, its not all ...



I Only Have One Lesson Plan

Over the past several years, I have been asked

numerous times to share lesson plans with other trainers. I have no problem with this and I ...

# Assumptions

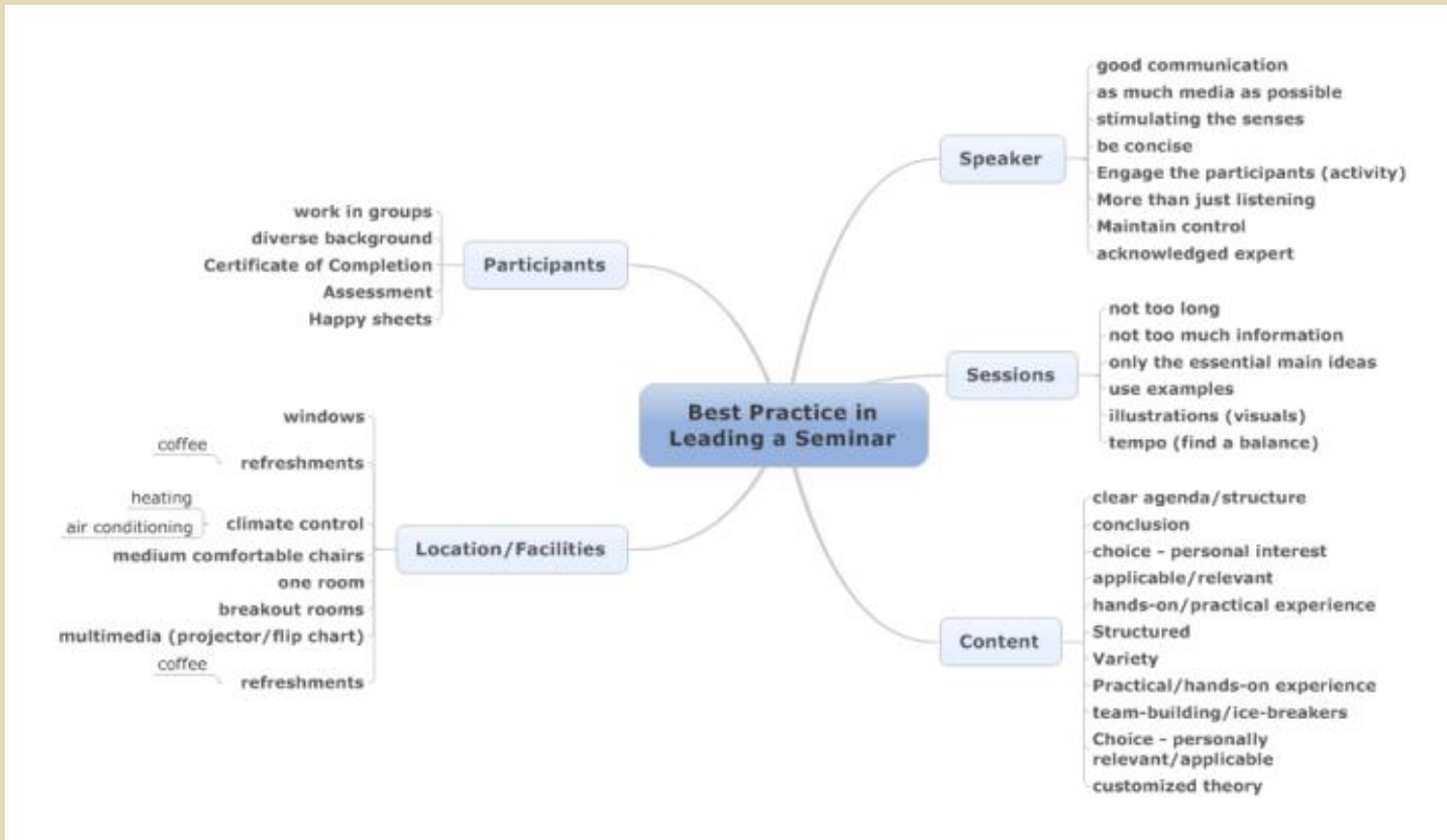
- Performance-based training
  - Needs analysis
  - Performance Objectives (POs)
  - Maximum relevance – behavior change
  - Realistic training exercises (or even authentic)
- Experts in communication skills (trainers)
- Experts in discourse community/conventions (learners)
- Assessment is not common in BE skills training

# Scrum



Source: [effectiveagiledev.com](http://effectiveagiledev.com)

# Establishing Good Practice



# Scrum Meeting Rubric

Good Practice	Linguistic Performance Measures
Democratic management	<ul style="list-style-type: none"><li>• Asking for opinions</li><li>• Directing responses</li><li>• Stating decision</li></ul>
Concise / clear updates	<ul style="list-style-type: none"><li>• Short, simple sentences</li><li>• Avoid passive</li></ul>
Don't talk about too much detail	<ul style="list-style-type: none"><li>• Postponing detailed discussions</li><li>• Offer help</li></ul>
Clear tasks	<ul style="list-style-type: none"><li>• Clear action verbs</li><li>• Give purpose</li></ul>
Common terms	<ul style="list-style-type: none"><li>• Standardized lexis</li></ul>
Summarize tasks	<ul style="list-style-type: none"><li>• Summarizing</li></ul>

# Manager Rubric

Performance Step	Yes	No
Start the meeting with 1-2 sentences		
Ask for updates from the team		
Ask simple questions to get full information		
Postpone conversation of detail items		
Ask team members for opinions		
Ask others to comment on opinions		
State decisions clearly		
Use the word <i>we</i> , and <i>let's</i> more often than <i>I</i>		
State tasks using a clear action verb and give purpose		
Summarize tasks		

# 4 Levels of Listening





# Feedback

Trainer  
Driven

Peer

Reflective

# Simulation

- Learner is attending a professional conference next week and is nervous about making a professional introduction and small talk.
- Desired outcomes
  - New business contacts
  - Relationship building
  - Market insights

# What makes an effective introduction?

## **Find common ground**

*Give credit to others*

Refer to results / performance

Demonstrate intelligence

Remember names

*Actively listen*

*Show respect*

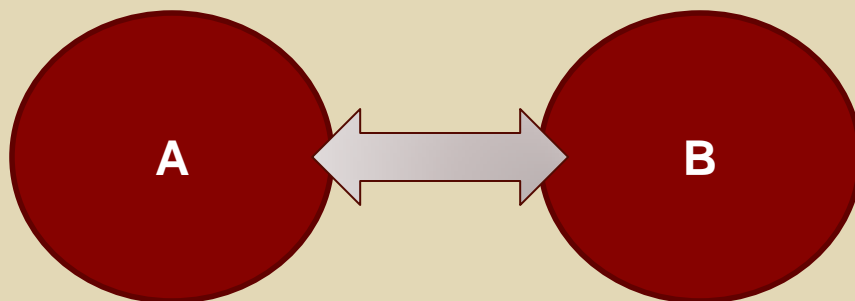
## **Show knowledge**

Prove experience

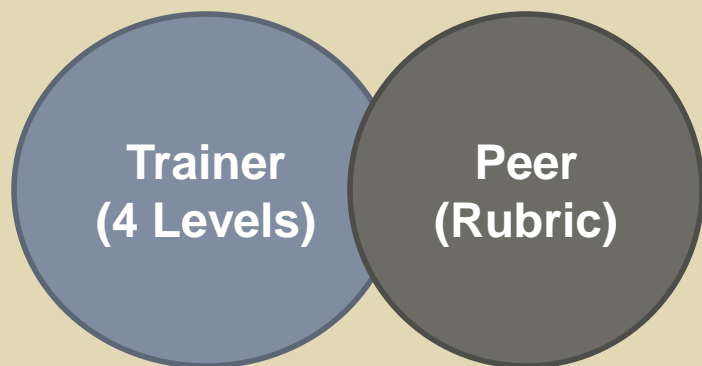
## **Smile**

*Show genuine interest*

# Performance



- **A and B work together** to fulfill the performance measures
- 5 minutes



- **Trainer** assesses 4 Levels of listening (emphasis on language... phrases, etc.)
- **Peer** assesses rubric and **how** they fulfilled the performance measures

# Feedback

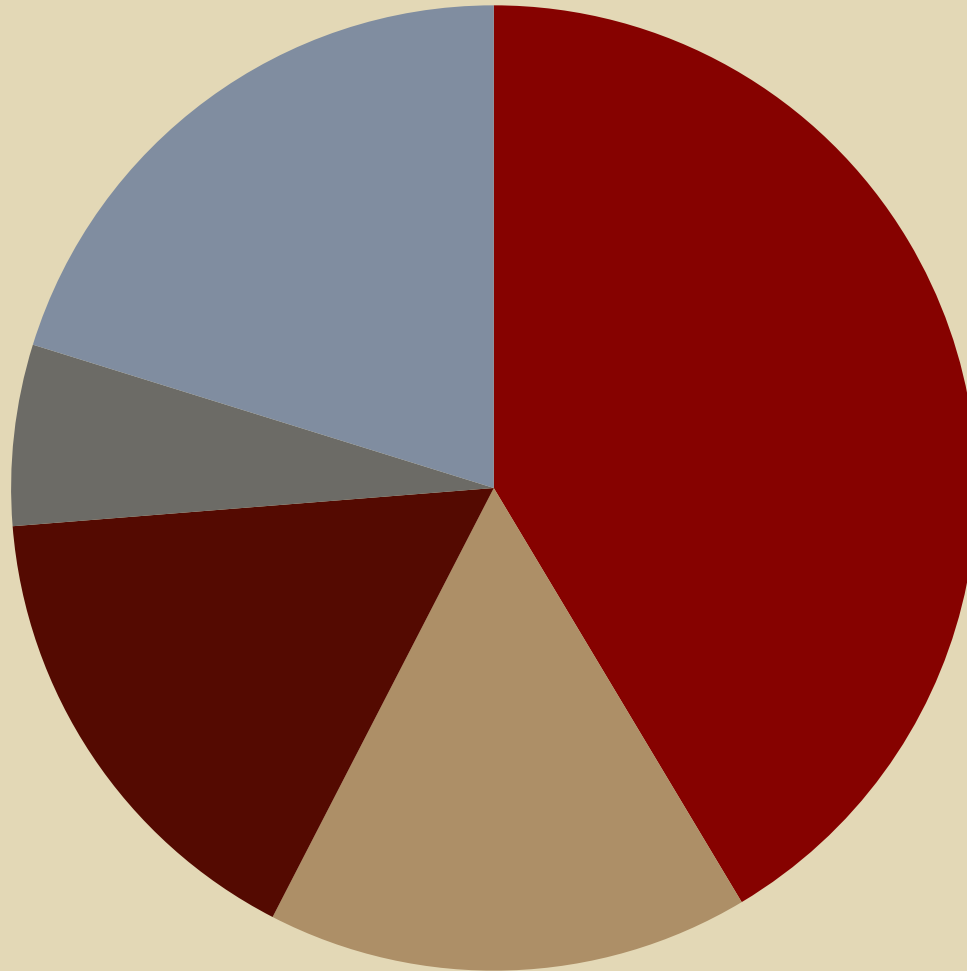
**Trainers:** Lead a short feedback session for the participants. Also consider how your mindset changed during the performance because of the assessment.

1. Reflective
2. Peer
3. Trainer

# Lesson flow



# Another Simple Tool



- Politeness / Register
- Use of key phrases
- Use of learned vocabulary
- Questions to drive conversation
- Grammar / Accuracy

Questions?

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# Summary

- Assessment is a forgotten component of BE training, but is valuable for trainers, clients, and participants
- Assessments must be tailored to discourse community and conventions – **learner driven**
- Learners are in a better position to judge an effective communicative event
- Communication success is more than language
- Feedback is an integral part of performance-based training