



Advocate Role Play Observer Feedback Sheet

Instructions: Use the observer sheet to provide participants' feedback on their advocate communication skills. Assess how frequently the person engaged in the particular behavior during the conversation using the scale below.

Not at all		Sometimes		Almost always
1	2	3	4	5

Sending and Listening

	<u>Sender</u>	<u>Receiver</u>
1. Used the BIC technique to open the conversation		
a. Focused on <u>specific behavior</u> and not the person	1 2 3 4 5	1 2 3 4 5
b. Stated how the person's behavior <u>impacted</u> him/her	1 2 3 4 5	1 2 3 4 5
c. Outlined the desired <u>behavior change</u>	1 2 3 4 5	1 2 3 4 5
d. <u>Invited</u> the person to share his/her perspective	1 2 3 4 5	1 2 3 4 5
2. Listened to and sought to understand other person	1 2 3 4 5	1 2 3 4 5
3. Used open-ended questions	1 2 3 4 5	1 2 3 4 5
4. Was non-judgmental in responding	1 2 3 4 5	1 2 3 4 5

Attending

5. Faced the person squarely	1 2 3 4 5	1 2 3 4 5
6. Used an open posture	1 2 3 4 5	1 2 3 4 5
7. Leaned towards person	1 2 3 4 5	1 2 3 4 5
8. Maintained eye contact	1 2 3 4 5	1 2 3 4 5
9. Appeared relaxed during the discussion	1 2 3 4 5	1 2 3 4 5

Remarks



The “BIC” Technique

B: Identify the specific **behavior** that is causing you a problem and use examples

At the meeting this morning, you asked one of our female teammates to take notes and at last week’s project review meeting, you asked a female teammate to get you a cup of coffee.

I: Articulate the **impact** the behavior is having on you and/or the team

I feel concerned because this may communicate a belief in and potentially reinforce an old gender stereotype. It may also negatively impact the trust within our team, which would adversely impact team performance.

C: Specify the **change** in behavior you would like to see and **invite** the person to share his/her perspective

Going forward, I suggest you rotate note taking duties and be mindful who you ask to get you a cup of coffee. I feel this would avoid any perception of bias while preserving the cohesion in our team. I am interested in hearing your view on this matter....