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.

<table>
<thead>
<tr>
<th>Not at all</th>
<th>Sometimes</th>
<th>Almost always</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

Sending and Listening

1. Used the BIC technique to open the conversation
   a. Focused on specific behavior and not the person 1 2 3 4 5
   b. Stated how the person’s behavior impacted him/her 1 2 3 4 5
   c. Outlined the desired behavior change 1 2 3 4 5
   d. Invited the person to share his/her perspective 1 2 3 4 5

2. Listened to and sought to understand other person 1 2 3 4 5

3. Used open-ended questions 1 2 3 4 5

4. Was non-judgmental in responding 1 2 3 4 5

Attending

5. Faced the person squarely 1 2 3 4 5

6. Used an open posture 1 2 3 4 5

7. Leaned towards person 1 2 3 4 5

8. Maintained eye contact 1 2 3 4 5

9. Appeared relaxed during the discussion 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....