Checklist X   Structure of a Telephone Role-Play Session

	YES	NO
Introduction Did you introduce the topic being covered and describe the objectives and benefits of the session to gain participant buy-in? Did you put the participants at ease by exploring the benefits of role-playing in a safe environment away from customers? Did you introduce the benefits of using PhoneCoach and demonstrate how it works? Did you agree the principles of constructive feedback with participants, using the mnemonic BOOSTER? (see BOOSTER Checklist) Did you explain the feedback process to be used by participants? (see Telephone Role-Play Feedback Checklist)		
Main Theme – Role-Play Practice using EDICC (Explanation, Demonstration, Imitation & Feedback, Coaching and Consolidation) Did you provide a detailed **explanation** of the specific topic being covered e.g. the key steps/telephone skills required? Did you provide a pre-recorded telephone call, i.e. a **demonstration** of what a good performance looks/sounds like? Did you hold a short post-demo review (using the relevant checklist) of the key points relating to the topic to confirm what you wanted to see and hear when the participants role-played? Did you organise the participants so they could **imitate** the demonstration call realistically and record their role-plays? Did the participants listen back to calls and provide each other with constructive **feedback** using the BOOSTER principles using the agreed feedback process?		

Did participants come away from each role-play with something to "keep" and something to "change"? Did you observe all participants and provide individual and group **coaching**? Did you **consolidate** learning and development through additional activities, e.g. further role-plays to work on "keeps" and "changes"?		
Summary and Call to Action Did you summarise what was covered during the session? Did the participants summarise what they learned during the session and what it meant for their roles? Did participants leave with a plan relating to further support and development and how they would apply what they learned back in the workplace?		
Action Notes		