Module 1 Handout

T-Shirt Template for the “Design a T-Shirt” Activity

Distribute one sheet to each participant.
Instructor Worksheet Module 1

Speak Up!

Role Play Script – Instructor Copy

Director: Pat, I wanted to speak with you about your team.

Pat: Yes?

Director: We've been short-staffed on the phones for a while now. You're aware of that, right?

Pat: I've heard. Do you have plans to hire more staff? Or recruit more volunteers?

Director: Unfortunately, no. That's why you're here. I want your advocates to start taking 2-hour shifts on the hotline, three times a week.

Pat: But that's not possible. They're already handling way more cases than they should!

Director: I understand, Pat. But right now we can't afford to hire any more staff, and we've tried recruiting more volunteers, but that just hasn't worked out.

Pat: But I don't know how they're going to fit in their casework and site visits if they have to take a 2-hour shift on the phones.

Director: Pat, everyone's pulling twice their weight these days.

Pat: Yeah, but…that's asking a lot!

Director: Don’t know what to say, Pat. Got any other suggestion for covering the phones?

Pat: No…

Director: OK then. We’ll start with this new arrangement on Monday. Better tell your people now, so they can be prepared.

1. What might be some reasons for Pat’s reluctance to speak up?

2. What were the consequences of Pat not speaking up?

3. What should Pat have said, and when should he have said it?