

## Active Listening Role Play - Supervisor

**Situation:** A staff member has asked to see you stating, “it is very important.” The employee is not a complainer and does not usually request meetings. Things are very busy at work and you speculate the meeting has something to do with the job demands lately. In two weeks, a major project will be completed and work should return to normal. In addition, your company has just installed new time saving software which should help reduce workload.

**Task:** Listen to the employee’s concerns and respond appropriately.