**Solar Electric Technician Training**

**Module 2: Occupational health and safety**

**Role playing scenario exercise for effective communication**

**Note to the trainer:** Conduct role-playing scenarios where learners practice communicating with different stakeholders, such as clients, colleagues, and regulators focusing on clarity, professionalism, and etiquette.

**Note to the learners:** Here are some role-playing scenarios designed for you to practice effective communication with various stakeholders.

| **Scenarios** | **Objective** | **Setting** | **Roles** | **Instructions** | **Debrief** |
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| **Scenario 1: Communicating with a client** | Practice clear and professional communication while addressing a client’s concerns. | A client has noticed a discrepancy in their solar PV system's performance and is concerned that it isn’t meeting the expected output. They request a meeting with the solar electric technician to discuss the issue. | * **Learner 1 (Solar electric technician):** You need to explain the possible reasons for the discrepancy and reassure the client while maintaining professionalism and clarity. * **Learner 2 (Client):** You are worried about the investment and expect clear answers. You may be a bit impatient or frustrated. | * Greet the client and thank them for bringing the issue to your attention. * Explain the technical aspects in simple terms without overwhelming the client with jargon. * Discuss possible solutions and next steps, including any tests or inspections you will conduct. * Reassure the client that their concerns are being taken seriously and provide a timeline for resolution. | * Discuss how well the technician managed the client’s concerns, maintained professionalism, and communicated clearly. |
| **Scenario 2: Collaborating with a colleague** | Enhance teamwork and professional communication when discussing technical challenges | Two solar technicians are working on a complex installation. There is a disagreement on the best method to secure the PV panels on the rooftop. | * **Learner 1 (Technician A):** You believe that using a particular type of mounting system is safer and more reliable. * **Learner 2 (Technician B):** You prefer a different mounting system that you think is more efficient. | * Start by acknowledging the colleague’s perspective and expertise. * Present your argument with clear reasons and evidence, avoiding confrontational language. * Be open to feedback and discuss potential compromises or alternative solutions. * Maintain a collaborative tone, emphasizing the common goal of ensuring a safe and effective installation. | * Reflect on the effectiveness of the communication, how disagreements were managed, and the level of professionalism maintained. |
| **Scenario 3: Addressing a Team Meeting** | Develop clear and effective communication skills in a group setting. | The lead technician is holding a team meeting to discuss upcoming projects and address safety protocols. | * **Learner 1 (Lead technician):** You need to lead the meeting, ensuring that everyone understands the project goals and safety procedures. * **Learners 2-4 (Team members):** You represent different team members who may have questions or concerns about the project or protocols. | * Start the meeting by outlining the agenda and objectives. * Clearly communicate project timelines, roles, and responsibilities. * Emphasize the importance of safety protocols and encourage team members to voice any concerns. * Address any questions or feedback from the team with clarity and professionalism. * Summarize key points and next steps before closing the meeting. | * Discuss the effectiveness of the meeting, how well the lead technician communicated with the team, and the clarity of the information provided. |