



Role-Play: Dialogue Competences in Action

Type of event: Experiential workshop on dialogue competences

Target group: Trainers, educators, youth workers, and facilitators engaged in intercultural or interfaith learning

Short description:

The Role-Play: Dialogue Competences in Action workshop gives participants the opportunity to practice key dialogue competences empathy, active listening, constructive questioning, and respect for diversity in a safe and supportive environment. Through realistic scenarios of intercultural and interfaith tensions, participants explore different perspectives, learn how to respond constructively to conflicts, and strengthen their capacity to facilitate inclusive and meaningful dialogue.

Framework (structure)

Before the session (online):

Participants receive a short pre-session note introducing key dialogue competences (empathy, listening, questioning, emotional awareness).

Pre-reflection question: "Which of these competences do you already use easily, and which would you like to strengthen?"

During the session (online or in-person)

1. Introduction & Framing (10 min)

Trainer introduces the purpose: practicing dialogue competences in real-life situations.

Short recap of key competences — empathy, active listening, constructive questioning, and respect for diversity.

Online adaptation: Use 2–3 slides or a Canva Whiteboard to visualise competences.

2. Presentation of Scenarios (10 min)

Trainer presents three short intercultural/interfaith tension scenarios (e.g., school cultural expression, workplace diversity, community event sensitivities). Each group receives one scenario (printed or shared digitally).

Online adaptation: Post scenarios on shared Canva Whiteboard or Google Doc for visibility.



3. Instructions for Role-Play (5 min)

Groups of 4–6 participants.

Assign roles: “Person A,” “Person B,” and “Observer(s).”

Task: enact a 5-minute dialogue using constructive competences.

Observers note examples of competences used and missed opportunities.

4. Group Role-Plays (25 min)

Groups prepare (5 min) and perform (5–7 min each).

Observers give short feedback within their group.

Trainer circulates and provides support as needed, ensuring psychological safety.

5. Plenary Sharing & Reflection (20 min)

Each group briefly reports back (max 5 min):

Which competences were applied effectively?

Which were missing or challenging?

How did the dialogue feel?

Online adaptation: Trainer records key findings on Canva Whiteboard and clusters them by competence area.

6. Trainer Input & Structured Feedback (10 min)

Trainer summarises strengths and common gaps across groups.

Offers practical tips on deepening empathy, asking open questions, and de-escalating tension.

Connects observations to the Council of Europe’s competence framework.

7. Second Round – Mini Role-Play (Optional) (10 min)

Groups replay parts of their scenario, focusing on applying 1–2 missing competences (e.g., reframing, empathy).

Trainer guides reflection on changes and progress.

8. Wrap-Up & Takeaways (10 min)

Plenary reflection: “Which competence do you personally need to strengthen?”

Trainer summarises: role-plays as a safe space for experimenting with dialogue competences.

Online adaptation: End with one “dialogue tip” shared on Canva Whiteboard or in chat.





After the session (online)

Follow-up email includes:

- PDF summary of key competences and examples from role-plays
- Link to Canva Whiteboard with clustered insights
- Recommended readings (RFCDC, CoE Dialogue Toolkit)
- Reflection question: "How can I transfer these competences into my daily conversations?"

