Problem Solving Role Play

Name: ____________________  Date: __________

A way to develop problem-solving skills and work through difficult situations is by role-playing. Role-playing is the process of acting out a scenario with others and practicing different responses to a situation. For practice with problem-solving techniques, role-play the situation below with a partner.

Without the opportunity to talk it through with your supervisor, you decided a student was ready to ride the bus to work unsupervised. Part of that decision came because you were “shorthanded,” many other paraprofessionals and staff members were out sick, and your supervisor was unavailable to help make this quick decision. The student/student made the trip okay, but had some fears that he or she expressed rather aggressively on return. You, therefore, were held responsible for making the wrong decision.

1. What are the issues to resolve in this situation?

2. Did the paraprofessional make the right choice of how to handle this situation “in a pinch”? 

3. After the situation had occurred, how do you think the paraprofessional should have talked to the student about what happened?

4. To the supervisor?