**WORK CARD 3**

INTERPERSONAL COMMUNICATION

WHAT BEHAVIOUR AFFECTS THE CONVERSATION?

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| Notes for the trainer: This task is aimed at inviting participants to reflect on their own behaviour and behaviour, which affects the course of the conversation. Divide the group into pairs. |

1. Give a piece of paper and markers to each pair.
2. Give each pair a problem to discuss:

A guest sits in the bar who behaves differently from the others. Please choose the type of this behaviour. It can be eg silent, gloomy, introverted or loud, attracting attention or aggressive. As a bartender, you want to make contact with him and influence his behaviour. Answer the question:

* Group 1: What behaviour of the partner prevents me from speaking to him?
* Group 2: What behaviour of the partner helps me speak to him?
* Group 3: What behaviour of the partner interferes with listening to him?
* Group 4: What behaviour of the partner helps me to listen to him?

3. Inform that each pair, after discussing the problem, should write down the conclusions on a piece of paper and put it in a visible place.

4. Teamwork time - 10 minutes, presentation time of 2 minutes for each group.

Additional tips:

* control the time,
* check if the teams understand the topics well,
* at the end ask the participants about their additional conclusions,
* thank the participants for their presentations.