**WORK CARD 3**

What adversary's behaviour influences the way conversations are conducted?

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| NOTES FOR THE TRAINER: This task is aimed at inviting the participants to reflect on their own behaviour and behaviour, which affects the course of the conversation. |

1. Divide the group into 4 teams.
2. Give each team one sheet of paper and several pens.
3. Give each team a problem to discuss:

You serve guests in the restaurant. You meet with their different behaviours and situations. Recall those events that have affected you directly or those you have observed them. Answer the questions:

* Team 1: What is the behaviour of guests in the restaurant that interferes with speaking to them?
* Team 2: What kind of guest behaviour in the venue makes it easier for me to talk to them?
* Team 3: What kind of guest behaviour in the venue causes distraction for me, making it impossible to listen to them?
* Team 4: What kind of guest behaviour helps me listen to them?
1. Inform that each team, after discussing the problem, they should write down the conclusions on the sheet and put it in a visible place.
2. Teamwork time - 10 minutes, presentation time - 2 minutes for each group.

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| 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 speakers.
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