

**COMMUNICATING TO ENGAGE: ROLE PLAY**

**ARMY NATIONAL GUARD  
COMPREHENSIVE COMMUNICATION SKILLS**

**Communicating to Engage: BCCC  
Role Play**

**Session 1  
Participant A**

**Case 1**  
**BCC's Background**

**You are:** the BCC

**You are interviewing:** SPC Jack Smith

**Background – what you know:**

- He is eligible for extension.
- Jack is DMOSQ in a critical skill.
- You know he initially enlisted to get money for college and he graduated college a year ago.
- He is using the student loan repayment program and may have acquired additional loans.
- You were told by the 1SG that this will be his last drill if he does not extend.
- The 1SG said he 'assumes' he will extend since he's been a good Soldier over the past 6 years.

**Case 1**  
**BCC's Preparation**

**Your objectives:**

Primary: \_\_\_\_\_

Backup: \_\_\_\_\_

Based on what you know, write an **Open** statement for this interview.

Based on what you know, write a possible **first question** to ask. Be sure that this is an open question.

What might you ask as follow-up questions?

Plan how you might **Close** on a next step based on your primary objective (be prepared to be flexible!)

## **Case 2 Soldier's Background**

**You are:** SPC Jackson

**You are meeting with:** BCC

**Background:** You are 23 year old 11B.

- Feel stuck in the position he is in and can't see any concern from his leaders about his professional growth.
- You want to attend difficult, challenging, and adventurous training.
- You have requested to attend several schools and never heard anything back from your first line leader.
- You have 10 months left on your initial contract and are considering going into active duty to be able to attend schools like SF, airborne, and/or air assault school.
- If you were allowed an opportunity to advance you'd consider extending your enlistment.

### **Information about your motivator and value:**

**Motivator (what you want):** Adventure

**Value (why it's important):** Professional development for promotion and advancement.

It helps to get inside the mind of the person you're playing. Make some notes below to help you play the role. Feel free to make some assumptions about motivators and values as long as those are consistent with the background information.

What interests you and what do you like to do?

What's important to you and why?

What would make this interview a win for you?

**Case 3**  
**Observers Instructions**

As the Observer, your role is to provide guidance and feedback.

**To prepare for the role play:**

- Read the background information and consult with both of your team members during preparation.

**During the role play:**

- Assist the BCC, if necessary.
- When appropriate, note specific examples of skill use.

**After the role play**, debrief the role play by doing the following:

Ask the BCC:

What did you do well? \_\_\_\_\_

What would you improve? \_\_\_\_\_

Ask the Soldier:

What did the BCC do well? \_\_\_\_\_

\_\_\_\_\_

What would you recommend he or she improve? \_\_\_\_\_

\_\_\_\_\_

Offer your own observations:

In using the skills, you ... \_\_\_\_\_

\_\_\_\_\_

Next time you might... \_\_\_\_\_

\_\_\_\_\_

**IMPORTANT – the BCC is supposed to uncover one motivator and one value.**

**Case 3**  
**Observer's copy of Soldier's Background**

**You are:** SPC Jones

**You are meeting with:** BCC

**Background:**

- You have been in the unit for 4 years and have two years remaining on his contract.
- You are attending the University of Alabama and are a member of the GA ARNG.
- You had a scholarship to play football that paid 100% of your tuition. Because you didn't make the team, you've lost it.
- You are interested in going into ROTC and becoming an SMP.
- You spoke to the VA officer at the financial aid office. He said you could transfer to the AL ARNG and get 100% of your tuition and all of fees paid through a state program.
- You spoke to your chain of command and they don't seem to understand.
- You were upset after speaking to the Readiness NCO and feel the BCC is the last resort. He saw you upset when you were leaving the orderly room and asked to speak with you.

**Information about your motivator and value:**

**Motivator (what you want):** You want a solid education from a prestigious university.

**Value (why it's important):** You want to be recognized by your family as a graduate from the University of Alabama. Your father graduated from there 20 years ago (as a big football star) and has always wanted you to graduate from there as well.

**Case 3**  
**Observer's Copy of BCC's Background**

**You are:** a BCC in the GA ARNG

**You are meeting with:** SPC Jones

**Background:**

SPC Jones seemed upset when he left the orderly room after speaking with the readiness NCO so you asked to speak to him.

You know he is a good Soldier and he has at least two years remaining on his contract.

His actions in the orderly could have been considered insubordinate - at best - and this is out of character for SPC Jones.

SPC Jones attends college at a local university and has always been a satisfactory participant at drill. In addition, he was a valuable asset during the last deployment.