

Instruction

Being able to have a conversation at work is important. A lot of times, when you see your coworkers or supervisors throughout your shift, you don't have time to have an entire conversation. That means, you might have a few very short interactions with other people. An example of this is when you arrive for your shift on Monday after a long weekend, and your coworker asks you how it was. This doesn't require a long answer, but a brief answer on your part. After you do answer, it is polite to then ask the question in return. **It's important to be able to have a short conversation with people at work because it can help you make friends, get along with others better, and can improve your overall experience at work.**

When you have a short conversation with someone, there are three steps you should follow (**USE VELCRO BOARD WITH STEPS or WHITE BOARD**):

4. **Look at and turn your body** toward the person
5. **Answer question** with a short response (1 – 30 seconds)
6. **Ask a question** that mirrors what they asked you

Looking at and turning your body toward the person and answering their question lets them know you're listening and interested in what they're saying, and they'll be more likely to talk to you again in the future. Answering their question with a short response is also important so they don't become bored with your conversation. Asking a question in return is also an important step because it shows that you're interested in getting to know more about them, their interests, and what they like to do.

Common examples of short conversations you might have at work includes:

- How was your weekend?
- What did you do this weekend?
- How is your day going?
- What do you like to do on your days off?
- What are you going to do after work today?
- What are you having for lunch today?

ASR Opportunity

Remember, the steps to having a short conversation are **(list and point to the visual aid being used)**. Now you say them as I point to each step.

ASR Opportunity

What is one reason being able to have a short conversation with someone and asking them a question in return is important?

- **Move on to modeling: when the student 1) reads each step for the skill and 2) correctly states one reason why saying "excuse me" is important**
- **If the student does not read each step for the skill, prompt once ("It's important for you to read each step. Let's try again") and retry once before moving on to video modeling**
- **If the student cannot list a reason for why the skill is important, reread the underlined sentence in the above passage and represent the question.**

Did the student read each step for the skill?

Date									
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N

Did the student give an example question?

Date									
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N

Modeling

Now we're going to watch a video that shows what you should do if someone starts a short conversation with you at work. Remember, the steps to having a short conversation are (list and point to the visual aid being used).

Did the student watch the video model?

Date									
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N
	Y N		Y N		Y N		Y N		Y N

Rehearsal

Now that we've watched the video, let's practice. In this scenario, I'm going to be the coworker that starts the conversation. You're going to practice how to have a short conversation in this situation. Let's try it out

Sample Scenarios

Feedback

- For steps that are correctly completed, provide **behavior-specific descriptive praise**
Examples:
 - Excellent job turning saying "yes" before asking your question
 - You said "thank you" after I answered you, which was exactly what we practiced.
- Differentially reinforce when 100% of steps are completed correctly (high enthusiastic praise)
- For steps that are missed or completed incorrectly:
 1. Provide **corrective feedback**
 2. **Model** the specific step of the skill
 3. **Rehearse** each individual step of the skill incorrectly completed
 4. **Practice** the skill again, focusing feedback on steps previously missed.