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Serious Play Training Scenario

Collaborative Storytelling

—

The Invisible Line



Module 2: Emotional Intelligence Boosting

2023-1-CY02-KA220-YOU-000159744

Objective

To involve participants in an imaginative storytelling exercise that develops emotional intelligence and creates workable plans to stop bullying of young workers in the workplace. In collaborative storytelling, storytellers exchange ideas and work together to craft a cohesive narrative. The foundation of social creativity is this kind of social interaction, which produces new ideas, insights, and artefacts.

Expected Outcomes

1. Participants will learn more about the psychological effects of bullying and the value of creating a positive work atmosphere,
2. Participants will create stories that demonstrate emotionally intelligent reactions to bullying scenarios,
3. Participants will develop a toolset of practical tactics for encouraging inclusive and safe work environments.

Duration

Approximately 3 hours

Materials Needed

1. Collaborative Storytelling Prompt Cards (in this case the Infocards of Module 2 can be used),
2. Flip chart sheets, markers, and sticky notes for visual storytelling,
3. A timer to structure the session,
4. Comfortable seating arrangement for small group discussions.

Facilitator's Profile

- Strong understanding of workplace dynamics, employee relations, and harassment prevention,
- Experience in designing and delivering training workshops, particularly in diversity, inclusion, and harassment prevention,
- Skilled in creating a safe and supportive learning environment,
- Familiarity with the Collaborative Storytelling,
- Creativity and Innovation,
- Background in organizational behaviour, emotional intelligence training, or workplace dynamics.
- Strong group management skills and empathy to navigate sensitive discussions,
- Culturally aware and sensitive to diverse backgrounds, ensuring respect and value for all participants,
- In-Depth Knowledge of Emotional Intelligence Skills Boosting.

Scenario Outline

Introduction (20 minutes)

Facilitator's Introduction: The Facilitator may start the session by emphasising on the importance of enhancing emotional intelligence and addressing workplace bullying through storytelling. The Facilitator introduces to the participants the method of Collaborative Storytelling and gives an overview of its use and the expected outcomes.

Icebreaker (10 minutes)

Warm-up Exercise: Ask participants to think of one word that represents a safe workplace for them. Ask them to express in a few words what the word they chose means for them. Write down this word on a post-it and place it on a flip-chart sheet for everyone to read.

Interactive Session 1: Story Foundation (30 minutes)

The Facilitator introduces the Collaborative Storytelling Scenario.

Collaborative Storytelling Scenario: Emily, a young employee at a shipping company, is excited about her first full-time role. Over the first few weeks, Emily notices subtle but persistent remarks from her team lead, Paul, who often makes comments like, “Young people these days don’t have the work ethic we had,” and frequently assigns her low-value tasks, dismissing her suggestions during meetings. She feels increasingly sidelined and uncertain about her role in the team.

Task: Divide the participants into three groups: one group represent Emily, one Paul and the other one their colleagues. Ask them to write down the feelings and reactions of each individual, focusing on their emotional reactions and impact of the situation (like isolation, anxiety, fear, etc.).

Interactive Session 2: Collaborative Storytelling (40 minutes)

Task: Ask the two groups to build a narrative using their notes, focusing on emotionally intelligent responses. This could include adding:

- **Reenact the bullying situation twice using the Collaborative Storytelling method:** First, showcase the scenario without applying emotional intelligence skills, highlighting the negative outcomes and challenges. Then, reenact the same scenario while utilising emotional intelligence skills, emphasising constructive communication, empathy, and resolution strategies. This approach allows participants to observe and compare the impact of emotional intelligence on workplace dynamics.
- **Add a challenge:** Emily starts doubting her abilities and becomes withdrawn. Other colleagues notice her struggles but are unsure how to help. The situation worsens when Paul's behaviour escalates to public criticism during team meetings. She considers leaving the company but hesitates due to fear of appearing "weak" or burning bridges.

- **Colleagues:** They are aware of Paul's tactics but are undecided whether to interfere and escalate to HR or not.
- **Add a turning point** which demonstrates emotional intelligence skills, like empathy, open communication, conflict resolution, etc.: One day, a colleague, Amanda, who has also faced challenges with Paul, decides to speak up. She privately discusses the issue with Emily and encourages her to share her experience with the HR team. But, she also approaches Paul to address the impact of his behaviour, focusing on building awareness rather than accusing.

Sharing and Discussion: Participants reenact the Collaborative Storytelling as many times as they want, explaining in the process the emotional intelligence practices they used.

Creative Problem-Solving Session Addressing Gaps and Challenges (30 min)

The groups write down on post-it notes the emotional intelligence practices and strategies they used.

Task:

- **Challenge Identification:** Ask each group to identify a specific challenge related to EI response to the bullying situation. The challenge can be an additional comment from Paul or a colleague that will affect Emily's reactions.
- **Collaborative Storytelling Solutions:** Use different outcomes to the storytelling to understand how various responses to workplace bullying effect a young employees well-being.

Emotional Intelligence Practices (20 min)

Task: Talk about Self-Awareness, Empathy, Conflict Resolution and Open Communication. Mic the groups together and ask them to play one final time the Collaborative Storytelling Scenario by adding the EI practices they have learnt to bring a positive conclusion to the primary situation.

Feedback and Q&A (20 minutes):

- 1. Facilitator's Closing Remarks:** Summarise key insights and emphasise the importance of ongoing creative problem-solving.
- 2. Reflection:** Participants share final thoughts on the session and how they plan to apply these strategies in their workplace.





Reflection Questions:

1. How did the use of emotional intelligence skills change the outcome of the situation?
2. Which specific emotional intelligence strategies stood out to you in the reenactment?
3. Have you ever experienced or observed a similar situation in your workplace? How was it handled?
4. What insights did you gain about the role of empathy and self-awareness in addressing workplace bullying?
5. How can you apply emotional intelligence strategies to address or prevent bullying in your workplace?
6. What barriers might you encounter when trying to implement these strategies, and how can you overcome them?

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