**Role Play Evaluation Form**

**Directions:** Complete this form for the two people you observe during the role play activity.

**Types of Questions**

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| **Type** | **Characteristics** | **Examples** |
| **Close-ended questions** | Usually start with have, will, do/did, can, would, is/are  Can be answered with yes, no, or another short answer (as in a multiple-choice question)  Can be used when you are seeking a specific answer | Person #1  Person #2 |
| **Open-ended questions** | Usually start with why, when, what, how, where  Invite a narrative or explanation  Can be used when you’re seeking information about a process or story | Person #1  Person #2 |

**Active Listening Checklist**

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| **Skill** | **Definition** | **Checklist: Did you observe this?** |
| **Processing** | The essential skill in active listening involves processing what the speaker is saying. The goal is to listen to understand. | Person #1  Person #2 |
| **Eye Contact** | Making periodic eye contact with the speaker shows them that you are paying attention. However, the appropriate frequency and length of sustained eye contact can vary from culture to culture, so be mindful of your speaker’s responsiveness to eye contact and any cultural differences. | Person #1  Person #2 |
| **Body Language** | Your body language can set the tone for an interaction before any words are spoken. | Person #1  Person #2 |
| **Tone of Voice** | Your tone of voice can convey a lot about your mood and responsiveness to the speaker | Person #1  Person #2 |
| **Reflecting** | An important part of active listening involves reflecting back what the speaker has said in an attempt to get to the heart of their message. | Person #1  Person #2 |