



Turning Potential Into Performance

Scenario 1: Sgt Jeff Turner and the Mentor

Sgt Jeff Turner has completed his third tour in Iraq. He had a few weeks left until he could go home when his convoy was attacked as they were returning to base camp. Sgt Turner lost his right leg. He also lost his best friend in the attack.

Sgt Turner is out of the hospital and is functioning well with his prosthetic leg. You have been his mentor for the past two months. Lately, you've noticed some changes in him. He talks about drinking a lot more. He says that there are problems at home, and that his wife is getting on his last nerve. She accuses him of losing his temper all of the time. He tells you that he hasn't been sleeping much and that he's afraid of losing his job because he's missed several work days because he's too tired to go in. Their bills are piling up and that makes his wife upset. Sometimes, when he goes out with his wife and hears a loud noise, his heart starts pounding and he gets scared; he feels like he needs to run for cover.

Activity

- Break into your small groups
- Talk about the scenario
- On the flip chart, write down behaviors that Sgt Turner is experiencing that might alert you that he needs further assistance from a medical professional or other professional.
- What communication techniques could you use when talking with him? Write down these techniques on the flip chart.
- Now that you've written down these ideas, you will role play a scene described below.
- Role Play:
 - *Select 3 people in your group: one to play Sgt Turner; one to play the mentor; and the third person to be the narrator, who describes what's happening.*
 - *The Scene: The mentor notices these changes and must address them with the mentee and try to find a way for him to get professional help. How would you talk to him to find address some of the changes you are noticing in his behavior? What types of services could you refer him to?*
 - *In the first role play scene, the mentor will use poor communication techniques in talking with the mentee.*
 - *In the second role play scene, the mentor will use good communication techniques to try to help the mentee.*
 - *Your small group will work together to decide how to role play this scenario out. Use the ideas that you have written down on your flip chart.*

ROLE PLAYERS: (optional: You can choose 6 total people: 3 to act out the first role play using poor communication techniques; and 3 to act out the first role play using good communication technique)

Mentor: For the first scenario, the mentor will demonstrate poor communication techniques

Mentee (Sgt Turner): You will display or talk about behaviors related to the description about you (e.g., not sleeping well; financial problems; arguments with your wife, etc.)

Narrator Role:

- Your part comes in when your small group demonstrates to the entire group.
- Read the scenario to the entire group.
- Introduce the other 2 role players and let the group know who will be playing what part.
- Next, introduce the scene that they will be acting out.



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Scenario 2: Sgt Richards Returns Home

Sgt Richards is a Joint Tactical Air Controller. His dad and his big brother are also in the Service and he is proud to follow in their footsteps. He has always been sharp as a tack. During a tour in Iraq, his vehicle hit a roadside bomb. Sgt Richards suffered severe head injuries. After a lengthy stay in the hospital, he's back at home with his parents and looks physically fine.

Sgt Richards is your new mentee. Sgt Richards has a hard time remembering things. He gets frustrated because he knows something isn't right. He gets easily confused when people tell him lots of information at one time. Sometimes he says things that really shouldn't be said out loud. He snaps and yells at his parents frequently, which is something he didn't do before. Many of his friends who were once supportive no longer come by to see him. He feels down that life has changed.

Activity

- Break into your small groups
- Talk about the scenario
- On the flip chart, write down behaviors that Sgt Richards is experiencing that might alert you that he needs further assistance from a medical professional or other professional.
- What communication techniques could you use when talking with him? Is there a reason that you chose these techniques? Write down these techniques on the flip chart.
- Now that you've written down these ideas, you will role play a scene described below.
- Role Play:
 - *Select 3 people in your group: one to play Sgt Turner; one to play the Mentor; and the third person to be the Narrator, who describes what's happening.*
 - *The Scene: The mentor and mentee are meeting for the first time. How would you talk to him so that he will open up to you about some of the issues he's experiencing? What types of services could you refer him to?*
 - *In the first role play scene, the mentor will use poor communication techniques in talking with the mentee.*
 - *In the second role play scene, the mentor will use good communication techniques to try to help the mentee.*
 - *Your small group will work together to decide how to role play this scenario out. Use the ideas that you have written down on your flip chart.*

ROLE PLAYERS: (optional: You can choose 6 total people: 3 to act out the first role play using poor communication techniques; and 3 to act out the first role play using good communication technique)

Mentor: For the first scenario, the mentor will demonstrate poor communication techniques

Mentee (Sgt Richards): You will display or talk about behaviors related to the description about you (e.g., inappropriate outbursts; short temper, etc.)

Narrator Role:

- Your part comes in when your small group demonstrates to the entire group.
- Read the scenario to the entire group.
- Introduce the other 2 role players and let the group know who will be playing what part.
- Next, introduce the scene that they will be acting out.



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Scenario 3: Lt Jenkins argues with his wife

Lt Jenkins is an infantry platoon commander. He graduated at the top of his class in the infantry officer's course and he is a very capable, hard-charging soldier. During his first tour in Afghanistan, his unit was ambushed by insurgents as they walked into an abandoned building. Five soldiers in his platoon were killed and he was shot in the leg. He has been home from the hospital for two months.

Lt Jenkins is your spouse. He insists regularly that he is fine and that he has his feelings regarding the event under control. One night, while preparing to make dinner, you rifle through the pots and pans. While pulling out a pan, another pan crashes loudly onto the floor. Lt Jenkins panics and puts his hands over his head, similar to how he would "take cover." When he realizes it was only a pan, he screams at you to watch what you're doing and quips not to ever scare him like that again. He grabs a beer from the fridge before storming off into another room.

Activity

- Break into your small groups
- Talk about the scenario
- On the flip chart, write down behaviors that Lt Jenkins is experiencing that might alert you that he needs further assistance from a medical professional or other professional.
- What communication techniques could you use when talking with him? Is there a reason that you chose these techniques? Write down these techniques on the flip chart.
 - Role Play: Select 3 people in your group: one to play Lt Jenkins; one to play his spouse; and the third person to be the Narrator, who describes what's happening. How can the spouse safely approach Lt Jenkins while he is in an agitated state? Should she approach him? What are some alternatives to handling this scenario? Role play a positive and a negative approach using the attached communication techniques worksheet and your brainstorming session as a guide.



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Scenario 4: Pvt Johnson is home for Christmas

Pvt Johnson is a radio operator in an infantry unit. During his second tour in Iraq, during an offensive combat operation, his Humvee was pinned down in the open by incoming enemy fire. His convoy waited almost 15 minutes before air and battery support arrived. The explosives were detonated very close to where he was located. During the firefight, his best friend and his platoon commander were killed. He experienced ringing in his ears and frequent headaches in theatre after the event. He finished out the rest of his deployment, completing the combat operation and participating in numerous patrols before returning home. He experienced similar instances of close proximity to explosions that left him disoriented and with headaches and ringing ears.

Upon return from his deployment, Pvt Johnson is treated for PTSD and TBI. He is home for Christmas during his post-deployment leave block. His mother is already aware that he has been treated for PTSD and TBI. Throughout his visit, his mother notices that Pvt Johnson forgets what he is saying in the middle of his sentences. He seems more quiet and distant than he was before his deployment. She notices that his hands tremble or twitch on occasion and that his speech is slightly slurred at times.

Activity

- Break into your small groups
- Talk about the scenario
- On the flip chart, write down behaviors that Pvt Johnson is experiencing that might alert you that he needs further assistance from a medical professional or other professional.
- What communication techniques could his mother use when talking with him? Is there a reason that you chose these techniques? Write down these techniques on the flip chart.
- Role Play: Select 3 people in your group: one to play Pvt Johnson; one to play his mother; and the third person to be the Narrator, who describes what's happening.
- Role Play:
 - *Select 3 people in your group: one to play Sgt Turner; one to play the mentor; and the third person to be the narrator, who describes what's happening.*
 - *The Scene: Pvt Johnson's mother notices these changes and must address them with her son and try to find a way for him to get professional help. How can Pvt Johnson's mother help her son manage his forgetfulness while he is home? What types of questions can she ask to address the stark change in his behavior? What types of services could you refer him to?*
 - *In the first role play scene, Pvt Johnson's mother will use poor communication techniques in talking with her son.*
 - *In the second role play scene, his mother will use good communication techniques to try to help her son.*
 - *Your small group will work together to decide how to role play this scenario out. Use the ideas that you have written down on your flip chart.*

ROLE PLAYERS: (optional: You can choose 6 total people – 3 to act out the first role play using poor communication techniques; and 3 to act out the first role play using good communication technique)

Mother: For the first scenario, the mentor will demonstrate poor communication techniques

Pvt Johnson: You will display or talk about behaviors related to the description about you (e.g., not sleeping well; financial problems; arguments with your wife, etc.)

Narrator Role:

- Your part comes in when your small group demonstrates to the entire group.
- Read the scenario to the entire group.
- Introduce the other 2 role players and let the group know who will be playing what part.
- Next, introduce the scene that they will be acting out