

COMMUNICATION GAMES

NON-VERBAL COMMUNICATION.

Visual Contact and Distance Game. A circle is made with the largest possible number of participants, which should be equally distant from each other and in silence all the time. The game begins after eye contact of any participant with another standing in his/her front, approximately in a radius distance. After tacit consent, both participants walk slowly to the center of the circle, maintaining eye contact. In the center, the pair approaches until participants reach a comfortable distance between the two. After a pause, the pair disjoints and each member walks to occupy the place left in the circle by the other member of the pair. Once one pair has begun to move, other pairs have to wait for their opportunity.

The objectives of this game are to observe and comment:

1. Participants initial attitude and body posture (e.g. open vs. closed).
2. Construction of non-verbal consent and agreement to move and form a pair, many times involving gestures.
3. Kinesics when participants moved to the centre.
4. Proxemics, while standing at the centre (e.g. mix, male and female pairs, age difference, etc.).

VERBAL COMMUNICATION

The Questioning Game. Work groups are formed (4 elements). One of the groups (representing the “pharmacist”) holds a number of pieces to construct a puzzle, e.g. a Tangram (wooden puzzle). All the other groups (representing the “patient”) hold an illustration giving the puzzle solution. These groups are in a position that makes impossible for the “pharmacist” to see the solution. Each “patient” group has an opportunity (one short sentence) describe the right placement of the pieces, so the “pharmacist” group tries match the pieces in the right position. Next, the “pharmacist” group forwards one closed question to each “patient” group. There is no dialogue between pharmacist and patients, besides one question and the answer. After one round of closed questions, if the “pharmacist” group is far from the solution, it is allowed to forward one open question to each “patient” group. If after one round the solution still is not found, then the “pharmacist” group chooses one of the “patients” group to start a dialog using a mix of open and/or closed questions, in a maximum (total) of 5.

The objectives of this game are to observe, experiment and comment:

1. The importance of talking clearly, for a good problem description.
2. The “pharmacist” group trying to solve the puzzle just by listening to the first sentences, without waiting to ask questions.
3. The difference between close and open questioning.
4. The importance of the interview strategy.

Afonso Miguel Cavaco