# Program Information

## Lesson:

### *Employability Skills: Interpersonal Skills*

## Training:

## Fiber Optic

## Time frame:

### 60 minutes

# Instruction Section

## Learning Objectives:

# Demonstrate the ability to work effectively in a team by resolving a workplace scenario, allocating roles, and communicating clearly within a group setting.

# Refine listening and communication skills by accurately restating technical problems and providing constructive responses to ensure mutual understanding.

# Exhibit professionalism and empathy during role-play scenarios by effectively handling customer concerns, managing expectations, and resolving conflicts.

## Assessment Tools/Methods:

# Observe participants' engagement, participation, and interactions during group discussions, role-plays, and activities. Take note of their communication styles, problem-solving approaches, and teamwork dynamics.

# Provide verbal or written feedback to individual participants or groups, highlighting strengths, areas for improvement, and specific examples of effective interpersonal skills demonstrated during the lesson.

## Learner Prior Knowledge:

# Fiber Optic Terminology: A general knowledge of terms such as attenuation, splicing, and testing, to ensure they can discuss technical scenarios effectively.

# Basic Understanding of Fiber Optic Technician Roles: Familiarity with the job responsibilities of a fiber optic technician, including installation, maintenance, and customer service.

# Team Dynamics: Some experience working in a team setting, even if minimal, to relate to concepts like role assignment and collaborative problem-solving.

# Workplace Communication Basics: Awareness of professional communication practices, such as using a respectful tone and maintaining clarity in discussions.

## Instructional Activities:

# Begin by introducing the topic of interpersonal skills in a fiber optic technician role.

# Highlight how teamwork and communication enhance job efficiency and customer satisfaction.

# Activity 1: Teamwork and Collaboration:

# Divide the participants into small groups.

# Provide each team with a “card” from the Teamwork Scenario Handout.

# Using the information in the scenario, groups must allocate roles, communicate with the customer, and resolve scheduling conflicts.

# Observe group interactions during their work time.

# Debrief the activity by asking the following questions:

# How did you decide who would take which role?

# Did everyone feel heard? Why or why not?

# What would you do differently next time?

# Activity 2: Active Listening and Communication:

# Partner participants for a listening game using prompts on the Listening Game Handout.

# Explain that one partner will read a technical problem from the Listening Game prompts, the other partner will then repeat key points of what was said in their own words. The listener can ask clarifying questions to ensure full understanding of the prompt. (Note an example of their interaction is given on the handout).

# Circulate through the groups providing feedback as they work through the prompts.

# After the activity, ask participants how they unsured understanding between the partners.

# Activity 3: Customer Interactive Role-Play

# Participants will work with partners or small groups to role-play both technician and customer roles.

# Present the scenarios on the Role-Play Interactive Handout.

# Encourage participants to elaborate on their script after reading through sample conversations emphasizing active listening, empathy, problem-solving, and professional communication.

# Debrief by asking how technicians handled customer concerns.

# Ask participants to discuss handling customers in a professional and empathetic manner; even when customers are upset.

# After the role-plays, facilitate a feedback session where participants reflect on their experiences and receive feedback from peers.

# Activity 4: Conclusion:

# Summarize key points from the lesson, emphasizing the importance of interpersonal skills in a fiber optic technician role.

# Ask participants to consider their biggest challenges they faced in these activities.

# Encourage participants to reflect on how they can apply the skills and strategies learned in their roles as fiber optic technicians when interacting with customers, troubleshooting technical issues, and delivering effective solutions.

## Resources:

# Whiteboard and markers

# Teamwork Scenario Handout

# Listening Game Handout

# Role-Play Interactive Handout

*Note: AI, specifically ChatGPT 3.5, was used to generate scenarios for this contextualized lesson plan.*

# Reflection Section

# How did you feel during the role-play, and what would you do differently next time to improve your communication with the customer? What key takeaway from today’s lesson will you apply in your future work to enhance communication and collaboration with your team and customers?

**Teamwork Scenario Handout**

**Scenario 1: Emergency Cable Repair Coordination**

**Situation:**  
During a routine day, your team is called to repair a damaged fiber optic cable in an area where traffic cannot be blocked for long. The repair must be completed quickly, but safety and quality cannot be compromised.

**Task:**

1. Assign roles (e.g., safety monitor, cable splicer, communicator with traffic authorities, tool manager).
2. Develop a quick plan to complete the repair.
3. Communicate with stakeholders (e.g., a project manager or a city official).

**Discussion Questions:**

* How did you ensure roles were clearly defined?
* What strategies did you use to manage time and safety effectively?

**Scenario 2: Equipment Shortage Problem**

**Situation:**  
Your team is working on a new installation in a commercial building when you realize you’re short on fiber connectors. Only a portion of the job can be completed today unless a solution is found.

**Task:**

1. Decide how to prioritize the work with the materials available.
2. Assign someone to communicate the delay to the customer.
3. Develop a backup plan to obtain the missing equipment and complete the project.

**Discussion Questions:**

* How did you prioritize the tasks?
* How did the team handle communicating the delay to the customer?

**Scenario 3: Miscommunication During Installation**

**Situation:**  
Two team members misunderstood the project plan and began installing cables in different locations. This resulted in wasted materials and lost time. The customer is now concerned about delays.

**Task:**

1. Reorganize the team to correct the mistakes and ensure the project gets back on track.
2. Assign someone to communicate with the customer about the situation.
3. Reflect on how the miscommunication happened and propose strategies to prevent similar issues in the future.

**Discussion Questions:**

* How did the team handle resolving the mistake?
* What strategies did you propose to avoid future miscommunication?

**Listening Game Handout**

**Steps for the Activity:**

1. **Initial Description:**
   * The first person describes a technical problem in detail from the prompts listed in the Technical Scenarios.
2. **Active Listening:**
   * The listener repeats the key points of what was said in their own words.
   * The listener can ask clarifying questions to ensure full understanding.

**Example Interaction:**

* + **Speaker:** "We're seeing high attenuation on the fiber link between the data center and the distribution hub."
  + **Listener:** "You’re saying the link between the data center and the hub has high attenuation. Are there specific spots causing the issue?"

1. **Solution Suggestion:**
   * Once understanding is confirmed, the listener can propose a solution or next steps, focusing on clear communication.

**Example Interaction:**

* + **Listener:** "It sounds like we need to run an OTDR test to locate the specific points of loss and inspect the connectors at both ends."

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**Technical Scenarios**

1. **Troubleshooting a Faulty Link:**
   * "Describe the steps you would take to identify the cause of a high attenuation reading on a fiber optic link."
2. **Explaining a Splicing Procedure:**
   * "Explain how to perform a fusion splice, including preparation and alignment."
3. **Reporting a Test Result:**
   * "Summarize the results of an OTDR test showing unexpected losses at specific points along the cable."
4. **Installation Instructions:**
   * "Describe the procedure for installing a patch panel in a data center."
5. **Safety Protocols:**
   * "Explain the safety precautions you must take when working with fiber optic cables in an outdoor environment."

**Customer Scenarios**

1. **Clarifying Installation Delays:**
   * "Describe how you would explain to a customer why their installation has been delayed and the steps you are taking to resolve the issue."
2. **Recommending an Upgrade:**
   * "Explain to a customer why upgrading their network to singlemode fiber would be beneficial for their application."
3. **Explaining a Service Issue:**
   * "Describe how you would explain to a customer the cause of intermittent service disruptions."

**Team Scenarios**

1. **Work Plan Adjustment:**
   * "Explain to your team how you would adjust the work plan if weather delays pushed the schedule back by two days."
2. **Assigning Roles in a Project:**

* "Describe how you would delegate tasks for a fiber optic installation in a multi-story office building."

**Role-Play Interactive Handout**

**Scenario 1: Explaining a Billing Dispute**

**Situation:**  
A customer is upset because they believe they were overcharged for a fiber optic installation. They insist the cost was supposed to be lower based on an earlier conversation.

**Customer Role Script:**

* "I don’t understand why the bill is so high! The salesperson told me it would be $500, and now it’s $650. This is unacceptable."

**Technician Role Objectives:**

1. Stay calm and professional.
2. Acknowledge the customer’s frustration and clarify the misunderstanding.
3. Provide a solution or escalate the issue appropriately.

**Sample Response:**

* "I understand how this situation could be frustrating. Let me review the invoice and the scope of work we completed to clarify the charges. If there was an error, we’ll address it immediately."

**Debrief Questions:**

* Did the technician effectively calm the customer?
* Was the response clear and professional?

**Scenario 2: Resolving Property Damage Concerns**

**Situation:**  
While installing fiber, your team accidentally damaged the customer’s landscaping. The customer is angry and wants immediate action.

**Customer Role Script:**

* "Your team ruined my flower beds! Who’s going to fix this? I didn’t agree to have my property damaged."

**Technician Role Objectives:**

1. Empathize with the customer’s concerns.
2. Take responsibility (if applicable) and provide next steps.
3. Offer a reasonable resolution while maintaining professionalism.

**Sample Response:**

* "I sincerely apologize for the damage to your landscaping. Let me document this issue and speak with my supervisor to arrange for repairs or compensation. We’ll ensure this is resolved to your satisfaction."

**Debrief Questions:**

* Did the technician handle the situation empathetically and responsibly?
* Was the proposed solution appropriate?

**Scenario 3: Explaining a Delay Due to Weather**

**Situation:**  
A severe storm has delayed the installation of fiber optic cables, and the customer is upset because the project was supposed to be completed by the end of the week.

**Customer Role Script:**

* "I was told the job would be done by Friday, but now you’re saying it’s delayed because of the weather? I need this fixed immediately!"

**Technician Role Objectives:**

1. Acknowledge the customer’s frustration and empathize with their situation.
2. Clearly explain the cause of the delay while remaining professional.
3. Offer a new timeline and any steps being taken to minimize the impact of the delay.

**Sample Response:**

* "I completely understand your frustration, and I apologize for the delay. Due to the storm, we were unable to complete the installation as planned, but we are rescheduling work to begin as soon as the weather clears. We’ll make sure to keep you updated and finish the job as quickly as possible."

**Debrief Questions:**

* Did the technician provide clear reasoning for the delay?
* Was the response empathetic and solution-oriented?