

Different roles as communicator

To take and to be given different roles...

1. Expert
2. Lecturer
3. Information intermediary
4. "Sounding board"
5. Problem solver
6. Instructor
7. Coach
8. Mentor
9. Moderator
10. Facilitator
11. Project manager

What role do you prefer?

What role are you expected to take?

What new competence do you need if taking another role?

All roles are needed, but what can we better in managing....?

When being in a group discussion

You might participate in a group discussion having slightly different roles.

Role on group level	Function
<i>Coach</i>	Making observations, giving feedback and feedforward by asking questions
<i>Advisor</i>	Suggesting tools and possible improvements
<i>Expert</i>	Answering and explaining issues in specific areas
<i>Mentor</i>	Supporting participants by suggesting measures based on earlier experience and/or other contexts
<i>Administrator</i>	Informing about practicalities, next phase and formal opportunities/support

Challenges for the expert

- ✓ Natural authority (how to manage complex issues?)
- ✓ The strong belief in rational arguments based on science
- ✓ Underestimate the role and consequences of emotions and feelings for the choices people make
- ✓ Specific and complicated jargon and language

