Scenario Cards: Communicating Through Silence

These scenario cards are to be used during role play and practical exercises. Each scenario is designed to challenge participants to apply grounding, active listening, emotional validation, and safe communication.

Scenario 1: The Silent Caller

A man calls and remains silent for the first 30 seconds. He eventually whispers, 'I don’t know why I called… I shouldn’t have.'
Facilitator Note: Encourage participants to create emotional safety and invite, not pressure, communication.

Scenario 2: The Angry Disclosure

A man speaks loudly and uses aggressive language. He says, 'No one ever believes me. Why would you? You’ll probably hang up like the others.'
Facilitator Note: Encourage grounding through presence, not control. Validate emotions without matching energy.

Scenario 3: The Disguised Story

A caller says they’re asking for a friend who’s struggling in their relationship, but the language begins to suggest it’s their own story. They mention feeling 'trapped.'
Facilitator Note: Focus on creating space and curiosity without confrontation.

Scenario 4: The Withdrawn Client

A male client sits in silence in front of you. He won’t make eye contact, shrugs when asked questions, and keeps checking the clock.
Facilitator Note: Try grounding first. Then use non-judgemental invitations to reflect or name what you’re observing.

Scenario 5: The Suicidal Disclosure

A man shares, 'I don’t see the point in being here. No one would notice if I was gone.'
Facilitator Note: Stay calm, stay present. Use grounding, name what you’re hearing, and follow safeguarding protocols if necessary.