LEARNING BOX OF UNPLUGGED ACTIVITIES

Understanding Chatbots Through Role Play

In this unplugged activity, adult learners explore how chatbots and automated communication systems function through collaborative role-play scenarios based on everyday life situations. Adult learners alternately take the role of users and chatbots while simulating tasks such as booking medical appointments, requesting information, making reservations, or solving service-related problems.

Through guided discussion and structured activities, adult learners learn how chatbot conversations are organised; how automated systems collect and process information; and why clear communication is essential for successful interactions. The activity also encourages critical reflection about the strengths and limitations of chatbots and situations in which human support remains necessary.

By the end of the activity, learners develop greater confidence in interacting with digital systems while strengthening logical thinking, communication, collaboration, and problem-solving skills.

Target Group

☑ Low-skilled adults with low digital competences
☑ Low-skilled adults with limited formal education or qualifications
☑ Low-skilled adults with low participation in lifelong learning/training opportunities

Learning Objectives

By the end of this activity, participants will be able to:

- Break down a simple everyday interaction with a chatbot (e.g., asking for a service) into clear and logical steps.
- Recognize common structures in automated conversations, such as repeated question types or response formats.
- Determine what key information is needed for a successful interaction and ignore unnecessary details.
- Create a basic sequence of responses that shows how a chatbot could guide a user through a task.
- Express questions and answers clearly and logically during role-play situations.

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Theme

Innovation Competences

Duration

90–120 minutes

Level

Advanced

Computational Thinking Steps Used

- ☑ Decomposition
- ☑ Pattern recognition
- ☑ Abstraction
- ☑ Algorithmic thinking

Methodological Approach

- ☑ Gamification
- ☑ Challenge-Based Learning
- ☑ Collaborative learning
- ☐ Experiential learning

Competence Areas

a) Innovation Competences

- ☑ Creativity
- ☑ Critical thinking
- ☑ Problem solving
- ☑ Communication
- ☑ Collaboration

b) Information Literacy Competences

- ☑ Ability to access, understand, and critically analyse information
- ☑ Interpretation of digital and visual content
- ☑ Awareness of media influence and biases

c) Life and Career Competences

- ☑ Flexibility and adaptability
- ☑ Initiative and autonomy
- ☑ Sociability and intercultural competence
- ☑ Productivity
- ☑ Leadership and responsibility

Learning Outcomes

By the end of the activity, adult learners will be able to:

- Organise a chatbot conversation into a clear sequence of communication steps.
- Identify common communication structures used in automated systems.
- Select the most relevant information required to complete a task.
- Create and present a simple chatbot interaction model.
- Participate actively in collaborative problem-solving and role-play activities.
- Explain situations in which chatbot communication may or may not be effective.

Notes

- Simple printed cards with chatbot situations (e.g., booking a doctor, asking for information).
- Explain that one person plays the “chatbot,” and others are “users” asking questions.
- Choose situations that are familiar from everyday life.
- Encourage adult learners to speak, ask questions, and share their experiences.
- The facilitator should support the role-play, but let

adult learners try and find answers themselves.

Use clear, simple language and avoid technical terms.

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Step 1. Decomposition

Adult learners are given a simple real-life chatbot scenario (e.g., booking an appointment at the doctor's office (Appendix 1), asking for service information) along with printed "question" and "response" cards.

They are asked to:

- Break the interaction into smaller steps (e.g., greeting, request, providing information, confirmation);
- Identify what the user wants and what information is needed;
- Arrange the cards in a logical order to show how the conversation should happen.

Facilitator support:

- Prompt discussion with questions like: "What does the user need first?", "What should the chatbot ask next?"
- Encourage adult learners to think step-by-step rather than all at once.
- Highlight that conversations follow a simple structure.

This step helps adult learners break down a conversation into clear and manageable parts, making it easier to understand how chatbots work.

Step 2. Pattern Recognition

Adult learners are given additional chatbot scenarios (e.g., booking a hotel, asking about opening hours, requesting help with a service (Appendix 2).

They are asked to:

- Imagine that they use a menu-based chatbot.
- Compare how conversations change across different situations.
- Identify recurring patterns, such as:
  - ✓ Greetings (e.g., "Hello, how can I help you?")
  - ✓ Common questions (e.g., date, location, type of service)
  - ✓ Confirmation messages (e.g., "Your booking is confirmed")
- Notice repeated structures in how questions and answers are formed.

Facilitator support:

- Encourage reflection: “What questions appear in every situation?”, “What stays the same?”
- Highlight that many chatbot conversations follow similar patterns
- Emphasize that understanding patterns makes communication easier

This step helps adult learners recognize common structures in chatbot interactions and understand how conversations are repeated in different contexts.

Step 3. Abstraction – Focusing on What Matters Most

Adult learners are guided to simplify the conversation by focusing only on the most important elements.

They are asked to:

- Identify key information needed for the chatbot to respond (e.g., date, place, request);
- Distinguish between essential and unnecessary details in a conversation;
- Remove extra or irrelevant information to make communication clearer;
- Focus only on what is needed to complete the task.

Facilitator support:

- Ask questions like: “What information is really needed?”, “What can be left out?”
- Emphasize clarity and simplicity
- Help adult learners see that too much information can confuse communication

This step helps adult learners reduce complexity and focus on the most important parts of a conversation.

Step 4. Algorithmic Thinking

Adult learners are asked to work in groups to create a simple rule-based chatbot interaction based on what they have learned and to visualise the underlying algorithm.

The challenge is to visualise a menu-based chatbot for older adults that helps them order food for home delivery.

They should:

- Define clear rules for ordering food by chatbot such as:
  - “Start with a greeting”. If the answer is “Hello”, what is the next step?
  - “Ask for key information (time, place, dish).”
  - “Confirm the information before giving a final answer”
- Adapt their conversation based on different situations (e.g., missing information, unclear request).
- Organize their interaction into a step-by-step structure, for example:
  1. Greet the user;
  2. Ask what they need;
  3. Collect important information;
  4. Provide an answer or confirmation.

Finally, adult learners:

- Perform their chatbot interaction through role play;
- Explain how their steps help guide the conversation;
- Compare different approaches and discuss which ones are clearer and easier to follow.

Facilitator support:

- Encourage practical thinking: “Is this clear for the user?”, “Would this work in real life?”
- Emphasize flexibility (the chatbot must adapt to different answers).
- Support adult learners in improving their step-by-step logic.

This step helps adult learners develop structured, logical thinking and understand how automated systems guide users through simple decisions.

Booking an Appointment at the Doctor's Office: Conversation With Chatbot

Chatbot: Hello! How can I help you?
User: Hello. I would like to book an appointment with a doctor.
Chatbot: Which family doctor would you like to see?
User: I would like to see Dr [doctor's name and surname].
Chatbot: What is your name and surname?
User: My name is [your name and surname].
Chatbot: What is the reason for your appointment?
User: I have pain in my [part of the body].
Chatbot: How long have you had the pain?
User: I have had it for [number of days or weeks].
Chatbot: What day and time would be suitable for you?
User: [Day and time] would be suitable for me.
Chatbot: Your appointment has been booked for [day, date, and time].
User: Thank you.
Chatbot: You are welcome. Goodbye.
User: Goodbye.
Chatbot: Hello! How can I help you?

User: Hello. I would like to book an appointment with a doctor.
Chatbot: Which family doctor would you like to see?
User: I would like to see Dr [doctor's name and surname].
Chatbot: What is your name and surname?
User: My name is [your name and surname].

Booking a Hotel Room: Menu-Based Chatbot Conversation
Booking a Standard Room

Chatbot: Hello! How can I help you?
Menu options:
Book a room
Change a booking
Cancel a booking
Get hotel information
User selects: Book a room
Chatbot: Which hotel location would you prefer?
Menu options:
City centre
Near the airport
Near the beach
Other location
User selects: City centre
Chatbot: Please select your check-in date.
Menu options:
15 August

16 August
17 August
User selects: 16 August
Chatbot: Please select your check-out date.
Menu options:
17 August
18 August
19 August
User selects: 19 August
Chatbot: How many guests will stay in the room?
Menu options:
One guest
Two guests
Three guests
Four guests
User selects: One guests
Chatbot: What type of room would you like?
Menu options:

Single room
Double room
Twin room
Family room
Suite
User selects: 2. Single room
Chatbot: Would you like breakfast included?
Menu options:
Yes
No
User selects: 1. Yes
Chatbot: Please confirm your booking details.
Location: City centre
Check-in: 16 August
Check-out: 19 August
Guests: One
Room type: Single room
Breakfast: Included
Menu options:
Confirm booking
Change details
Cancel

User selects: 1. Confirm booking
Chatbot: Your booking is confirmed.