Module 3:
Role play for testing group facilitators

Type of activity: simulation, role play

Level of complexity: advanced

Time needed: 30 to 45 minutes

When to use this module:

- towards the end of the training,
  when the participants have knowledge about testing groups

or

- one role play at the beginning of your training session, another one at the end

Target group: experienced participants who will facilitate testing groups and who already know the basics

Group size: any; but 5 participants per role play

Goals and outcomes:

- The participants learn useful skills and universal strategies for facilitating testing groups.
- The participants gain a basic understanding of managing group dynamics and the acquiescence bias. They learn how to include everyone in the testing group.
- The participants gain confidence as they are prepared for different situations. They learn what to expect and what not to expect from themselves and others.
- The participants gain awareness of (non-verbal) communication and prompts.
- The participants get the chance to broaden their horizon and get to know their target groups' perspectives.

Media, material and preparation:

- role play cards
    - printed and cut out for in-person trainings
    - online version for virtual trainings
- Easy-to-read text to test during the "testing group sessions"
- optional, for additional exercises:
    - video of a testing group session
    - words to act out
    - filming device (smartphone, tablet,...) and device to show a video

Instructions:

- **Explain** the exercise to your participants. **Split up** the group into teams of approximately 5 individuals.
- Have everyone draw a **role play card** at random, but make sure the roles on the available cards are compatible. Alternatively, you can assign the cards to the participants.
  Each team needs:
    - 1 facilitator
    - at least 3 testers
    - 1 observer
    - optionally, 1 support person
- Give the participants some minutes to prepare for their roles.
- Hand out the **Easy-to-read testing text**. Keep in mind that the kind of text may change the groups' dynamics. Depending on your intentions, you could choose:
    - A "boring" text: legal text, instruction manual, text from an insurance company or a bank,...
    - An "interesting" text: a piece of literature, a cartoon, a topic that affects many people,...
- If you're hosting a virtual training, send the teams to break-out rooms.
  Let the teams do their **role plays** for approximately 15-20 minutes.
- When all of the teams are finished, get back into the plenum. **Discuss** how the participants felt, what the observers noted, what went well, what could be

improved if this had been a real testing group setting, what the participants take away from the exercise.

- If you have time left, you can mix up the teams or hand out other role play cards to do another role play.
- Optionally, you can do these additional exercises:
  - **Before** the role play, to set the tone, you can…
    - show your participants a video of a testing group session. Alternatively, you and your co-trainer can act out a short testing group situation.
    - do an acting game and have your participants communicate words without talking. The other participants have to guess the word.
  - **During** the role play, you can
    - film the participants if they agree. Afterwards, you analyse the situation together.