

You are a facilitator!



You want to get valuable feedback from your testers. You ask them neutral questions and try to avoid leading questions.

Example

Do not say „That was great, wasn't it?“.
Say „How did you feel about that?“.

You are a facilitator!



You play the opposite of a good facilitator.
You use closed questions and try to convince
the testers of your opinion.

Example

You might say "Did you understand this word?"
or "That was great, wasn't it?"

You are a facilitator!



You're very experienced. You pay attention to everyone's needs. You keep repeating that the testers are the experts and that you are examining the text, not the testers. You show them appreciation.

Example

You might say "Does anyone need a break?" or "You don't have to read aloud if you don't want to."

You are a tester!



You can't read.

You listen to the text and give feedback verbally.

Example

You might say "I listened to this paragraph, but I didn't understand the last sentence."

You are a tester!



You are non-verbal.

You use other ways to communicate,
for example your facial expressions,
your body language or you point at things.

Example

Someone asks if they need to repeat the sentence.
You understood it, so you shake your head.

You are a tester!



You have a different native language.
You don't know some of the words in the text.

Example

"I don't know what this phrase means.
Can someone explain it?"

You are a tester!



You have to read every sentence
at least twice to understand it.
You ask many questions.

Example

You might ask "What does this word mean?".

You are a tester!



You're a shy and quiet person.
You only speak when asked.
You don't like reading aloud.

Example

When you have to read aloud,
you speak very quietly.

You are a tester!



You're very confident and you understand everything (at least, that is what you think).
You're not afraid to speak up or interrupt.

Example

If someone asks a question, you might say
"Can I answer it please?"

You are a tester!



You're not interested in the text.
You don't feel like participating today,
you have other things on your mind.
You are only here because you have to.

Example

You might say "Do I really have to read this paragraph again?"

You are a tester!



You're highly motivated and eager to understand. You're grateful for this opportunity. But you have a hard time understanding the text.

Example

You might say "This phrase means XY.
Am I right?"

You are a tester!



You're motivated. But a few minutes in, you lose your focus. You talk about all kinds of things, like what you had for lunch or the film you watched recently. You're easily distracted.

Example

You might say "I know what this means. It reminds me of the film I watched with my aunt. My aunt lives in Mexico."

You are a tester!



You're motivated. But then you see the text and realise that you are not interested in it. Your mood changes and you do not really want to participate anymore.

Example

You might say "Oh no, not a legal text. How boring!"

You are a tester!



You're sceptical at first. You don't know much about easy-to-read. You don't think you might need it. You're not used to being asked for your opinion. But then you start realising how much easier it is to understand the text and that your opinion counts. You are more and more excited about it.

Example

You might say "I thought this was boring. But I actually understood this sentence!"

You are a tester!



You're an experienced tester.
You've done this many times already.
You know how important easy-to-read is
and you like participating.

Example

You might say "This word is hard to understand.
Could we use XY instead?"

You are a tester!



You don't really know what to expect. You're neutral. You aren't very motivated, but you do what is asked.

For example, when someone asks you to read aloud, you do it. But you don't contribute if you're not asked to.

Example

Someone asks for your opinion.
You might say "It was fine. I understood it."

You are a support person!



You support a non-verbal person.

You help them speak their mind
and voice their opinion.

Pay attention to their body language, their facial
expressions and other ways of communicating.

Example

You see that the person frowns. You ask them
if they want to hear the paragraph again.

You are a support person!



You're very intrusive.

You don't let the person you're supporting finish their thoughts and whisper the correct answers to them. You want them to be right and to understand everything.

Example

You might tell the person "You did mean XY, didn't you?" or "The answer is XY."

You are a support person!



You're not supporting the person at all.
You're not helping them to communicate with
the group or to understand the text.

Example

The person tries to tell you something.
You're looking at your phone.

You are an observer!



You observe the role play without participating. You take notes of your thoughts.

Example

You might write down that the facilitator dealt well with a difficult situation.

You are an observer!



You observe the role play without participating. You pay particular attention to the people's facial expressions, body language, and emotions.

Example

You might write down that one of the testers didn't feel at ease when reading aloud.