Improving Role Play Consistency from Beginning to End

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GOAL: To share practical solutions for role play consistency issues

Consistency Challenges We Have Faced

- Script Development

- Role Player Selection

- Training of Role Players

- Administration of Role Plays

CHALLENGE #1

SCRIPT DEVELOPMENT

Problem:

Complex Scripts

Difficult for role players to maintain over time—increasing chance of inconsistency

Solution:

Eliminate unnecessary information

HOW?

Long enough to cover the subject, but short enough to be interesting

- What is too long? What is too short?
- Achieve a balance
  - Focus on measuring behaviors
  - Keep as short as possible to eliminate role player over load

Ask and ye shall receive

- Eliminate counting candidate responses

- "Spoon feed" the information to the candidate

Is it too real?

- Eliminate insignificant details from the script
- Train role players to "ad lib" insignificant details
- Focus on the important information
- Focus on what will draw out the responses you need to evaluate performance
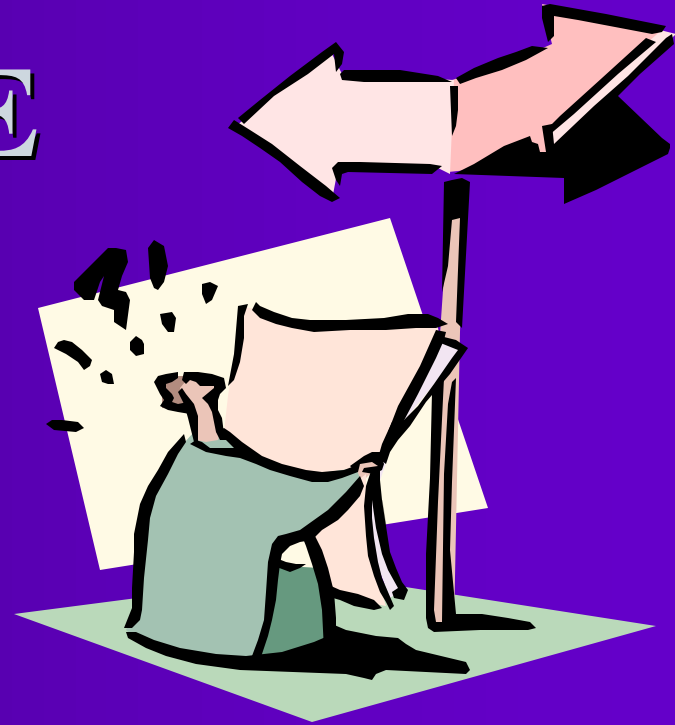
REALISM

What should be in a script?

- The theme or goal
- Situational information
- Information about the role player's emotional state
- Information about the timing of responses and emotional states
- Mandatory statements or questions
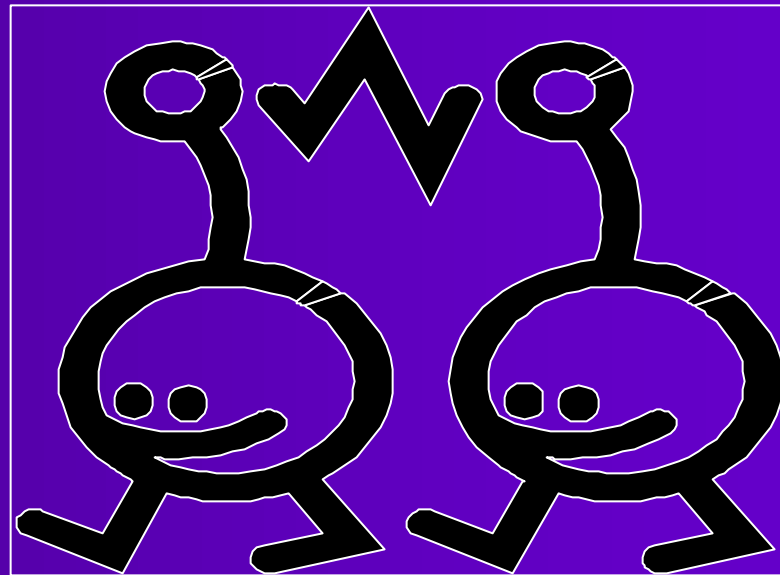- Anticipated questions and proper responses

CHALLENGE #2

Role Player Selection

Problem:

Finding consistent role players.

Solution:

- Network
  - Other jurisdictions
  - Internal staff
  - Current role players
  - Actors and acting groups
- Develop a role player pool

Problem:

Finding the right role player for the part.

Solution:

Determine needs and find role players who meet those needs

The fewer the better

- How many role players do you need?
  - Consider complexity of script
  - Consider ability of role players to maintain consistency

- Logically, consistency improves with fewer role players.

"Realism"

- For highly technical jobs, choose people who are familiar with the field or have worked in the field. Their understanding of the subject will make them more consistent.

Match game-- Personality

- Analyze script to determine personality needed
- Determine which role player has a personality more consistent with the "part" being played
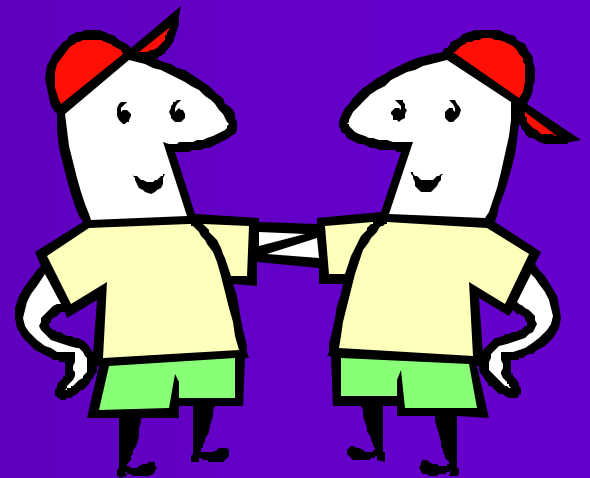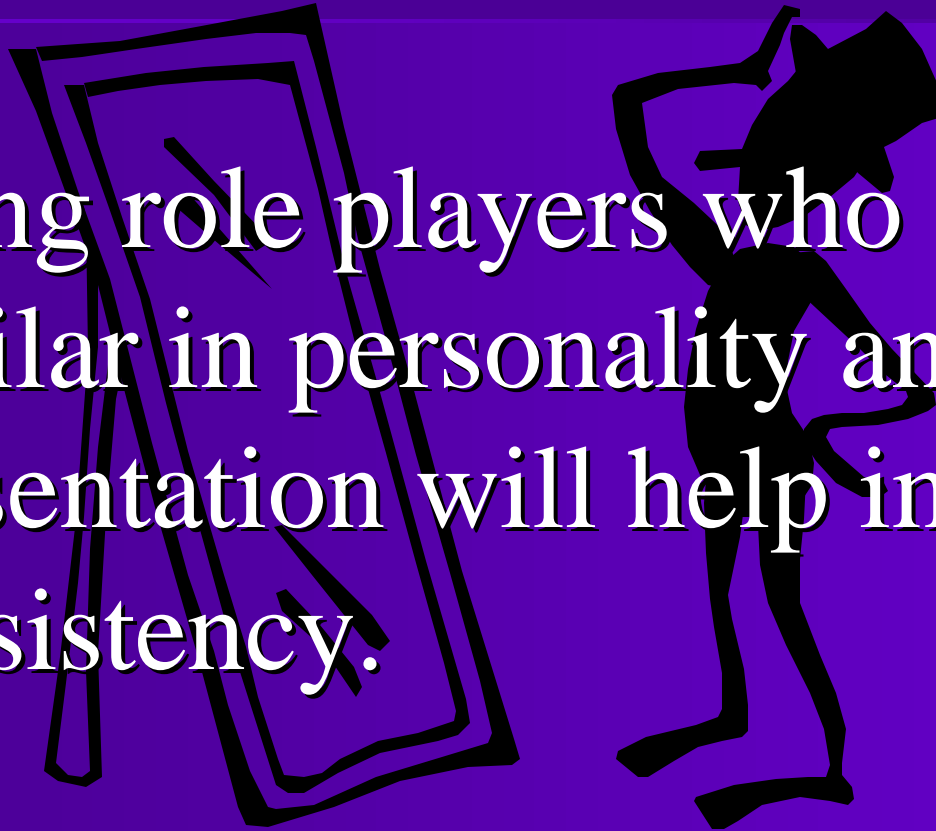
Match game--Ability

- Match experienced role players with more complicated roles

- Match less experienced role players with less difficult scripts or roles

Mirror images

■ Using role players who are similar in personality and presentation will help improve consistency.

CHALLENGE #3

Training for Consistency

Problem:

Learning and remembering lines

Solution:

Analysis of scripts during training

Problem:

Maintaining consistent emotional state

Solution:

- Character development.

- Analysis of character's motivation.

- Timing of emotional displays.

- Observation of each Role Player's performance during the practice.

Problem:

Training for the unexpected

Solution:

Practice

CHALLENGE #4

Ensuring
Consistency
During
Administration

Problem:

Role player fatigue

Solution:

- Limit number of candidates per role player.

- Build in frequent breaks and rest periods.

Problem:

"Unusual" candidates and their behaviors

Solution:

Sharing of information among role players.

Problem:

Inconsistency during role plays

Solution:

- Have a trained monitor in testing room.

- Make appropriate adjustments to scoring criteria.

- Train raters to work around inconsistencies.