***Forecaster Performance Criterion 5.2: Simulation***

***C5.2 Provide Marine Weather Briefings as necessary, and provide consultation to meet specific user needs***

***Performance Criterion Description:***

Weather briefings and direct consultation with customers are provided to meet specific user weather information needs.

**Scenario**:

Forecasters participate in a role play simulation of a severe weather briefing with customers. The roles of the customers might be played by other forecasters, by the assessor only, or by actual customers, if possible. The role play might include preparation of the information to be provided during the briefing based on information about a past severe weather event. Those playing customers in the role play should be provided appropriate questions to ask the forecaster used to gather the specific information they need to make their required decisions. The role play should offer some challenging, but not impossible, communications situations that test the forecaster’s skills.

**Assessment criteria and role play guidelines**

The assessment should try to discover the forecaster’s level of proficiency in the following areas:

* Knowledge of primary users and operations and weather sensitivities;
* Knowledge of available communication systems, techniques and methodologies;
* Ability to ask users the appropriate questions so as to better understand their needs;
* Ability to communicate effectively, orally, graphically and in writing (level of details to meet the identified needs of specific users);
* Ability to communicate at an acceptable level of language proficiency.

Guidelines to help design the role play include those below, which are also provided in the Information Note:

* To heighten realism, based the role play on real events that have occurred in the past. However, you should alter them so that they are not recalled as real situations, which could bring up sensitivities about past performance. The situation should represent a critical event to all stakeholders represented.
* Decide what roles will be represented and who will play those roles. How many customers will be represented? Which customers? Will the forecaster be the only representative of the meteorological service, or will other staff roles be represented? A group of forecasters can be assessed simultaneously by running several role play assessments and having the participants rotate the roles from one to another.
* Consider bringing in actual customers to participate in the role play, if appropriate and possible.
* Consider if regional service providers and adjacent weather services should be among the roles of the role play, and what issues the might raise about the event.
* Provide enough background information about the weather situation in the supporting materials. Also provide background information for each role: such as how confrontational the represented participants might be, how experienced they are in their jobs, and how threatened or stressed they are

feeling in the situation you all face.

* Give clear instructions on the actions to be taken within the simulation, such as boundaries and when it is appropriate to step out of one’s role to clarify what actions to take, but it is important to allow room for individual competence to be revealed during the process.