***Forecaster Competency 5: Experiential Questions Information Note***

***C5 Communicate meteorological information to internal and external users***

***Competency Description:***

Marine weather forecasts and warnings are communicated in a timely and clear manner and designed meet user community decision-making needs by focusing on impacts to their activities or responsibilities.

**Considerations on using Experiential Questions**:

While Direct Observation using think-aloud protocol can be used to elicit useful evidence of knowledge of marine services customers’ needs and concerns, due to the highly situation-specific nature of user communications and impacts, Experiential Questions about hypothetical situations are very useful to identify the range of knowledge about customer operations and the diverse impacts that weather can have on them. Due to unique customer activities and impacts from severe weather phenomena, a range of questions asked outside the forecast shift can be necessary to fully assess competency in this area.

**Recommendations**:

In addition to opportunities presented during Direct Observation, it will be advantageous to use a set of Experiential Questions to probe an understanding of the variety of impacts to customers. Such questions can be asked in a separate session, outside the forecasting work area to allow for more focused discussion.

The questions might vary in terms of phenomenon and the intensity of the phenomenon or associated parameters and variables (wind speeds, wave heights, coastal inundation levels, etc.).

Questions would be related to forecast and warning dissemination technologies for each user group, considering specific customer needs in weather briefings, forecasts and warnings, and relating meteorological parameters, variables and associated phenomena to impacts on activities of the variety of marine customers, including coastal communities.