***Forecaster Competency 5: Simulation 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 Simulation**:

Due to the complex interpersonal interactions and extensive background knowledge of user needs and impacts inherent in performing good customer communications, simulations, often in the form of role plays, can help assess skills in ways not possible in using more objective assessment methods. Communications requires a great degree of subjectivity and reading of complex social situations, frequently very stressful ones. While not a substitute for direct assessment, role play can assess performance in critical severe situations where assessment can be an excessive burden.

Unlike simulations of the forecast process, role plays of the communications processes do not require a high level of technological fidelity. It is the fidelity of the construction of the messages, the questions that can be asked by customers, and the potential emotions that arise in the situation that need to be attended to. Role play assess is best for performance criteria 5.2 and 5.3, but 5.1 (forecast dissemination) might be represented as one of the complicating conditions of a role play, for example, forecasts not received or not read)

A good communications role play requires careful planning to engage the forecaster and bring out the possible challenges of a real event. The following are some guidelines to follow:

* 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.
* 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.

**Recommendations**:

Use simulation and role play for rare, severe weather events that are locally important due to the potential impacts produced. Role play can also assess procedural knowledge, particularly if it varies by situation and decisions required, or for newly introduced procedures.