FACILITATOR GUIDE FOR ROLE-PLAY

Description
Situational role playing is an effective strategy used to teach young adults how to problem solve and make the best decisions based upon the information and options available to them at the moment. The situations are based upon real experiences of adults with disabilities. The script is developed to be interactive, with deaf-blind adult presenters serving as mentors to the young adults as they develop problem solving skills. The presenter who acts as the facilitator will identify times to interrupt or “freeze frame” the role playing scenario and at this time encourage dialogue with the audience of young adults. The facilitator will also describe all of the pertinent environmental information; facial expressions, proxemics, room setting and body language of the cast members.

Purpose
Deaf-blind people do not typically learn incidentally. Many young adults who are deaf-blind have reported having limited life experiences and most often depend on information that is shared through a secondary source such as family member or teacher. This at times adversely impacts on their ability to be in control of their own lives, acquire appropriate social skills and establish meaningful relationships. Access to information and the opportunity to make informed choices

Pre –Planning Strategies
• Align the role playing scripts with the theme or topics identified by the planning team.
• Describe the design of this activity and the discreet role of the deaf-blind adult presenter.
• Disseminate completed role playing script to all “cast members” in the accessible format requested.
• Identify interpreting and support needs required to facilitate this specific activity.
• Share information about the session with the Lead Interpreter Coordinator. If possible provide an overview of the presentation with any acronyms or specialized vocabulary.
• Prepare a few leading questions to stimulate interaction if participants do not readily have any.
• Please see the pre planning section in the Keynote facilitators’ guide for accessibility accommodations
ROLE PLAY 1 DESCRIPTION

*The Recipe for Disaster*

Mark is looking for a job as a data entry person at Avis rental car agency. Mark has learned how to use his Braille display and a zoom text program to allow him to access any computer program. Mark wants a job so that he can eventually save enough money to move out of his parent’s home and start a family of his own. Mark has an appointment for an interview this morning at 9:00am. He recently received his first guide dog named Honey and he is looking forward to traveling with her to the interview. Mark is wearing his favorite blue jeans and his very comfortable work boots that are worn and REALLY BROKEN IN. Mark does not like to wear ties and who cares if he doesn’t wear one today. The job interview should be about what I know and not a silly tie. Mark is running a little late this morning and is not sure if he will have time to read the materials he has about the company he is interviewing for. Is it Hertz rental or Avis... aarggh I forget...? Mark feeling somewhat confident that he is prepared walks into the office where he will meet the person interviewing.

ROLE PLAY 1 SCRIPT

**Avis employer** – Good morning Mark, how are you? (Reaches out to shake Mark’s hand)

**Mark** – (Mark tries to give the Avis employer a high five but hugs him instead) how are ya!

**Avis employer** – (Avis employer is surprised and does not hug Mark back). How was your trip to get here? I notice you arrived at 9:15 for our 9:00 meeting.

**Mark** – My trip was not too bad. I think my parents set my alarm clock wrong. Or maybe I just forgot to tell them what time I needed to be up. I realized I am late and I tried to get here as soon as could. I even decided to skip my morning coffee which I NEVER do.

**Avis employer** – (uncomfortable silence and the Avis employer looks a little agitated) hmmmm... ok...

**Mark**... I know coffee is important to many of the people working here at Avis. Hopefully not having it will not affect you too much in this interview. Let’s go talk about this job.

**Mark** - That sounds great. My dog Honey makes it possible for me to travel independently in the community. I rely on her to show me the safest routes and to also help me avoid bumping into things or
falling. The only thing is that before we talk I need to give her water and she always needs to be walked at 9:45am. Can I do that really quickly?

**Avis employee** – (appears annoyed) Mark I am really busy and dedicated this morning to interviewing you for a job. I do not want to get in the way of your dog’s schedule however I would like to begin the interview for the next few minutes and who knows, this interview may not take so long so no worries about missing your schedule. Let me start quickly and share with you about the Avis brand... Avis is

**Mark** – (Mark interrupts) Yes, I am aware of how Avis continues to grow and customers are becoming more aware of all your services. I think that most people see rental car agencies as very expensive and often times you do not get the true value for what you’re paying. I learned a lot about companies like yours from my dad. We rent cars on our vacation and it cost us a lot of money to pay for everything. You say it only costs 30.00 a day but after the liability insurance, car refill and other hidden charges it’s more like 120.00 a day. My dad says rental car companies are a good service but is always complaining that the service is too expensive. I wish you could answer that but my dad said it is not appropriate that I ask you that anyway so let’s forget I even said it.

**Avis employee**- huh... ok... I can tell you that Avis is one of the best rental car companies and we serve millions a year. We look forward to continuing to compete in the open market and appreciate your father’s business. (Looking at his watch) is there anything you feel that you could contribute to the Avis Company?

**Mark** – (Mark’s fiddling with his hearing aid which is whistling and appears to irritate him) (speaking louder than before) I HAVE ALWAYS BEEN VERY INTERESTED IN TECHNOLOGY. (Mark has one of his hearing aids in his hand and changes the battery) (The Avis employee stops listening to Mark and is now staring at the hearing aid and battery exchange) (Mark continues) I have vision impairment but I use technology to help me with technical stuff such as computers. I know that Avis as it expands will have use for data entry employees. I can do this job if I am given a chance to bring all of my equipment to this office. I know so much about computers because of my dad. Data entry is simple stuff and not what I want to do my whole life but I am confident that you will think that I am just the guy this office needs.

**Avis employee** – I am pleased to hear that you can use technology to help you complete the tasks this job requires. This technology costs anything to install?
Mark – nope, Peggy my job specialist will take care of everything. She will connect and install everything I need and also help me with training. She will support me for three months if I need it, but I think she worries too much. The other job I had was not a good match for me and not like this one. I am excited and motivated to be here. (Mark leans over chair to feel where his guide dog is laying)

Avis employee- (Avis employee starts to organize the interview papers and closes his folder)…. Ok Mark. Thank you for coming in for today’s interview. We have your application and resume on file and our human resources department will be in touch. (Mark stands up and is walking towards the door to hold it up as he completes this last sentence)

Mark – (Mark extends his hand to shake but realizes Mark is no longer in the same spot and turns his head to relocated the Avis employee’s new location. (Mark stands up and with his guide dog heads towards the door and shakes the Avis employee hand) and says thanks buddy!

DISCUSSION QUESTIONS FOR ROLE PLAY 1

Discussion Questions – Facilitator can interrupt the role play at any point in this activity or wait until the end for group feedback.

- How many people in this room thought that was a good interview by a show of hands?
- Name three things why you believe this was not a good interview for Mark.
- How many people here think Mark was correct for telling his employer about the needs of his guide dog?
- How many people here think that it is Mark responsibility to manage the needs of his guide dog before the interview?
- How many people here think that Mark should have demanded that the Avis employer allow an accommodation based upon his rights as a person living with a disability?
- What suggestions might you have for Mark to effectively manage the challenges he had with meeting his guide dog’s needs?
- What suggestions might you have for Mark to effectively manage the challenges he had with his malfunctioning hearing aids?
- What suggestions might you have for Mark to describe the role of a job coach?
• Is it important to talk about the job coach and the technology you will need to meet job responsibilities?
• We know that part of self-determination is preparation. How would you have prepared for this interview if you were Mark?
ROLE PLAY 2 DESCRIPTION

*The Recipe for Success*

Mark is looking for a job as a data entry person at Avis rental car agency. Mark has learned how to use his Braille display and a zoom text program to allow him to access any computer program. Mark wants a job so that he can eventually save enough money to move out of his parent’s home and live independently. Mark has an appointment for an interview this morning at 9:00am. He recently received his first guide dog named Honey and he is looking forward to traveling with her to the interview. Mark is wearing a nice pair of pants and a jacket with a tie. He has memorized some background information about the rental car agency business and some specific information about Avis Company. Mark confident that he is prepared walks into the office where he will meet the person interviewing.

ROLE PLAY 2 SCRIPT

**Avis employer** – Good morning Mark, how are you?

**Mark** – (reaches out to shake hands) I am fine Mr. Sharpe. Thank you for asking. It is nice to speak with you again and in person. How are you doing?

**Avis employer** – (smiling at Mark and his service guide dog) I am doing well. How was your trip to get here? I notice you arrived at 8:30 for our 9:00 meeting. I hope your trip here wasn’t too hard.

**Mark** – Not at all Mr. Sharpe. My trip was not too bad. I know that it is a good practice to always be on time for work and if you are interviewing it is really helpful to be here early. Arriving early helps me prepare for the day and makes me comfortable knowing that I am in the right place, besides I like to be early for all my appointments, especially in the morning because I need my hot cup of morning coffee to help me jumpstart my day.

**Avis employer** – (laughing at the coffee reference) yes Mark I agree! I cannot function without a cup of coffee either. Well, if you’re ready to talk about this job, let us walk down to my office.
Mark - That sounds great. My service dog Honey makes it possible for me to travel independently in the community. I rely on her to show me the safest routes and to also help me avoid bumping into things or falling. If you walk ahead of me we will follow you to your office. The nice thing is that we learn routes pretty quickly which will cut down on the people traffic in the hallway. (Avis employee looks over his shoulder and smiles at Mark who is close behind)

ROLE PLAY 2 continued

Avis employee – (Sitting at his desk and looking at Mark’s application) Mark I do not know much you know about the rental car industry and where Avis fits into the big picture. We serve millions of customers on a yearly basis, providing them with a fleet of vehicles and options to choose from. Many people rent our cars because of the reliability and high consumer satisfaction. There are a number of rental car companies and we have been rated in the top three by the better business bureau poll the last five years. There are a number of different opportunities for new employees like yourself and room to grow and do other things when you are ready and if you so choose. I will stop here and ask if you have any questions or comments?

Mark – (Mark sitting straight up with his hands on his lap and listening carefully) Yes, I am aware of how Avis continues to grow and new customers are becoming more aware of all of your services. I think that most people see rental car agencies as very convenient and typically found at airports. I have learned that Avis has expanded a bit and you are now offering additional rental sites outside of the airport for those customers who do not find it convenient to return the car to the airport and would rather drop off in other places.

Avis employee- (nodding and shaking his head approvingly) this is true Mark and I am glad you brought that up. Many people do not know that about Avis. We are probably one of the only companies that are expanding this way at the moment. How do you see yourself contributing to the Avis brand?

Mark – I have always been very interested in technology. I use a Braille display and a Braille Lite. (Avis employee looks frowns and looks puzzled) Simply speaking this technology helps me to access information a person with sight may already have. (Avis employee nods heads and understands) Any training material I need to effectively do my job can be accessed in its electronic form and I would be as prepared as any new employee. I know that Avis as it expands will have use for data entry employees
and with the technology that I already have it is only a matter of preparing my work station for accessibility. I know that Avis is growing for a number of reasons. I know that one of those reasons is because everyone works hard and believes that it will only make the company stronger. I want to be a part of the Avis Company because I believe I can make a contribution because I believe in hard work, solving problems and staying positive.

Avis employee – (smiling and writing on Mark’s application) I am pleased to hear that you know so much about our company. It does indicate that you are motivated and I could certainly use your type of energy here. Is there anything that you may need from me besides training to work here?
ROLE PLAY 2 continued

**Mark** – I mentioned coffee right? Just kidding... (Avis employer laughs) The position for data entry specialist is a good match for me and my Braille display. If I could be allowed to have a program installed to help me access the screen that would be enough. (Avis employer leans forward in his seat and listens attentively before writing notes on Mark’s application) My service dog will need a place for me to walk her during any scheduled work break times. I am a pretty good communicator and would be appreciative if I could meet everyone who shares the office space.

**Avis employee** - The program and Braille display sounds expensive. Is there an additional cost to the company I need to be aware of?

**Mark** - No Mr. Sharpe. (Avis employee pauses and listens before nodding) I have the benefit of receiving supports through my vocational rehabilitation job coach and she has prepared me well for this type of job. I look forward to the challenge a new job brings.

**Avis employee** – (Avis employee closes Mark’s application and smiles approvingly at him) Thank you Mark for coming in for this interview. I really like your energy and you definitely learned about this company before coming here. I think you might know more than some of the people I have working for me for over 20 years (laughing) you would make a valuable asset to this company. I will forward your information to the Human Services department and you should be hearing something in the next ten days or so. Thanks for coming. It has been a pleasure to meet you. Let me get the door. (Everyone stands up)

**Mark** - (Mark walks to the door) thank you Mr. Sharpe for this opportunity to interview. I look forward to hearing from you. (Mark shakes his hand)

**Mark** – (walking and talking to his guide dog) let’s go Honey. I am glad we got here early. I know of place that we both can go and you can have some water and relief yourself.
DISCUSSION QUESTIONS FOR ROLE PLAY 2

Discussion Questions – Facilitator can interrupt the role play at any point in this activity or wait until the end for group feedback

- How many people think this was a good interview by a show of hands?
- Name three things why you believe this was a good interview for Mark
- How was Mark’s second interview better than his first one?
- We know that a part of self-determination is preparation. How was Mark prepared for this interview?